



**Lucent Technologies**  
Bell Labs Innovations

## **GuestWorks™ server Issue 3.0**

### Feature Descriptions

555-231-207  
Comcode 107998403  
Issue 1  
April 1997

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Low Voltage Directive	73/23/EEC
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This document was prepared jointly by the Lucent Technologies Customer Training & Information Products Organization and the BCS Product Documentation Development group, Bell Laboratories, Denver, CO 80234-2703.

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## Contents

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## About This Document

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## Introduction

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This document contains the following information about the GuestWorks™ server:

- A general description of hospitality services
- Feature descriptions (including user operation, administration, and required hardware) for the following features:
  - ASCII Data Over the Server-to-Property Management System (PMS) Link
  - Attendant Backup
  - Attendant Crisis Alert
  - Attendant Split Swap
  - Authorization Codes
  - Automatic Route Selection
  - Automatic Wakeup (with Dual Wakeup)
  - Busy Verification
  - Call Accounting
  - Call Coverage
  - Call Park
  - Check-In/Check-Out
  - Client Room Class of Service

- Controlled Restrictions
- Dial by Name
- Direct Access Calling
- Display Client on Redirection
- Display Room Information on Call Display
- Do Not Disturb
- Emergency Access to the Attendant
- Maid Status/Housekeeping Status
- Message Waiting Notification
- Mixed Extension Numbering
- Names Registration
- Prefixed Extension Numbering
- Property Management System Interface
- Recorded Announcements
- Room Change/Swap
- Room Occupancy
- Server/INTUTY/PMS Link Integration
- Terminal Translation Initialization
- Trunk Identification
- Voice Messaging
- Hardware Descriptions
- Reports

## Reasons for Reissue

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This document replaces the *GuestWorks™ server Feature Description*, (555-231-204, Issue 2) that was used on Issue 2.0 and earlier systems. This document is reissued for the following reasons:

- To update all information related to Issue 3.0 of the GuestWorks server.
- The user operation for some features has been moved to *DEFINITY® Business Communications System and GuestWorks server Issue 3.0 Console Quick Reference*, (555-231-735), and *GuestWorks server Issue 3.0 Hospitality Operations*, (555-231-741).
- New features have been added, such as Attendant Split Swap, Dual Wakeup, Dial by Name, and Wakeup Activation via Tones.
- To change the command path structure to match existing DEFINITY products.

## Conventions

---

The following conventions are used in this document:

- The terms “attendant console” and “backup voice terminal” are used in this document. The attendant console is the Model 302B, 302C, or PC console that is usually found at the front desk. The backup voice terminal can be either a Model 8410 or Model 8434 voice terminal with attendant-type feature buttons. Other multiappearance voice terminals can be used, but the preferred models are the 8410 and 8434.

- Buttons you press on the console or backup voice terminal are shown as follows:

**Release**

The buttons shown in this document use label designations provided by Lucent Technologies. Since the button labels can be customized for each site, some button labeling may have different designations.

Some button labels, such as **Serial Call**, span two lines. Because of line spacing in this document, they are shown across one line of text, such as **Serial Call**.

- Administration command paths and options you enter in the administration fields are shown as follows:

**change system-parameters hospitality**

- Field names shown on the administration screens are shown as follows:

**Extension of PMS**

- The term “dial keypad” refers to the touch-tone keypad where you dial (enter) telephone numbers and feature access codes.
- When a procedure refers to a “room number,” the procedure is referring to the extension number of the room. Extension numbers and room numbers do not always match.
- Times entered for features, such as Automatic Wakeup and Do Not Disturb, must consist of the hour followed by minutes in a multiple of 5 minutes; minute entries that do not meet this requirement will be rounded off by the server to the nearest multiple of 5. For example, to enter 7:00 a.m., dial **0 7 0 0**. To enter 11:30 a.m., dial **1 1 3 0**. To enter 10:15 p.m., dial **2 2 1 5**.

Times entered in the range from 13:00 to 00:59 represent 1:00 p.m. to 12:59 a.m. Times entered in the range from 01:00 and 12:59 could represent either a.m. or p.m., so the server prompts you to designate the correct time.

In all of the procedures where you enter the time of day, 12:00 a.m. is midnight and 12:00 p.m. is noon.

- You will hear the following tones during normal operation:
  - Dial tone — a steady tone you hear when you select an idle call appearance.
  - Ringback tone — the normal ringing tone you hear after you dial a guest room or outside number.
  - Busy tone — a slow on-off-on-off tone you hear when the person you are calling is busy on the telephone.
  - Reorder tone — a fast on-off-on-off tone you hear when calling facilities are not available or are out of order.
  - Confirmation tone — a three-burst tone you hear after successfully using a feature access code.
  - Intercept tone — a high-to-low tone you hear when a call or feature access code is not accepted.
- The following table lists the features described in this document. Ask your administrator for these codes and write them down in this table.

<b>Feature</b>	<b>Feature Access Code</b>
Announcement	
Terminal Translation Initialization	
Activation	
Deactivation	
Security Code	
Trunk Answer Any Station	
Verify Wakeup Announcement	

## Related Documents

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- 555-025-600 — *BCS Products Security Handbook*
- 555-230-204 — *DEFINITY® Feature Description*
- 555-230-027 — *DEFINITY® Business Communications System and GuestWorks™ server Issue 3.0 Overview*
- 555-231-105 — *GuestWorks™ server Issue 3.0 Technician's Handbook*
- 555-231-205 — *GuestWorks™ server INTUITY™ Lodging Call Accounting User's Guide*
- 555-231-601 — *DEFINITY® Enterprise Communications Server (ECS), GuestWorks™ server, and System 75 PBX Property Management System Interface Specifications*
- 555-231-735 — *DEFINITY® Business Communications System and GuestWorks™ server Issue 3.0 Console Quick Reference*
- 555-231-741 — *GuestWorks™ server Issue 3.0 Hospitality Operations*
- 555-231-777 — *GuestWorks™ server 8403 Voice Terminal Quick Reference*
- 555-231-780 — *GuestWorks™ server 8410 Voice Terminal Quick Reference*
- 555-231-783 — *GuestWorks™ server 8434 Voice Terminal Quick Reference*
- 555-231-801 — *DEFINITY® Business Communications System and GuestWorks™ server Issue 3.0 Documents (CD)*
- 585-310-234 — *INTUITY™ Lodging Property Management System Specifications*

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## Feature Descriptions

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### General Information

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The GuestWorks server supports an impressive number of hospitality features. For a complete list of the non-hospitality features available on the GuestWorks server, see the *DEFINITY Business Communications and GuestWorks server Issue 3.0 Overview*, (555-230-027). For a detailed description of the features, see *DEFINITY Feature Description*, (555-230-204).

- ASCII data over the server-to-PMS to provide flexibility and compatibility with a larger base of PMS vendors
- Attendant Backup for answering overflow calls to the attendant console
- Attendant Crisis Alert to notify hotel personnel when someone has called the local emergency service agency, such as dialing 911
- Automatic Route Selection (ARS) and World Class Routing (WCR) that assures you that your guests' calls are being routed over the lowest cost facility providing a larger margin on telephone service to the hotel
- Guest-activated or attendant-activated Automatic Wakeup service; this feature provides time-of-day wakeup announcements using a speech synthesizer circuit pack, customized messages using an integrated announcement circuit pack, and dual wakeup calls
- Guest-activated Automatic Wakeup when no speech synthesizer circuit pack is installed; guests use call progress tones to enable one or two wakeup calls
- Busy verification of trunk facilities to ensure that all outside lines are available for your guests and staff

- Connectivity to a Lucent Technologies INTUITY Lodging Call Accounting system or to your call accounting system
- Automated display at the attendant console of room status; this provides a more efficient check-in procedure, whether the PMS is active or not
- Call restrictions based on individual room numbers or groups of rooms
- Direct Access Calling to give incoming callers direct access to guest rooms by entering either the guest's name or the room extension number, access to the front desk, or access to other services and information
- Guest- or attendant-activated Do Not Disturb service
- Emergency Access to the Attendant from a guest room by going off hook; after a short interval an alarm will ring at the attendant console and display the room number
- Maid status for each room displayed on the attendant console
- Message Waiting lamps, either LED or neon, on guest room telephones
- Names Registration from the PMS (if available)
- Server/INTUITY/PMS link integration to provide standard message delivery between the Lucent INTUITY and the PMS by sending the message through the server
- Meeting room telephone service (without concern about telephone fraud when the rooms are vacant) by using the Terminal Translation Initialization (TTI) feature
- Trunk identification to troubleshoot bad connections
- Secure Lucent INTUITY Lodging voice messaging system where guests can retrieve messages up to 24 hours after checkout
- Connectivity to compatible PMS products
- Lower-cost local and long distance by using bulk digital facilities in place of individual trunk lines
- Answer detection to provide more accurate long distance call records

- Multiappearance display telephones for attendant backup where customer service is essential
- Support for Integrated Services Digital Network (ISDN) access using Primary Rate Interface (PRI) and Basic Rate Interface (BRI) voice terminals and adjuncts
- Toll Fraud Security to help protect against illegal use of telecommunications resources
- PC-based TERRANOVA® ECS Administration software to gain access to the server administration.

## ASCII Data Over the Server-to-PMS Link

---

The server communicates with the PMS using a message set that contains guest status information such as the room number and the Call Coverage path. There are two ways that the guest data can be encoded:

- Using a combination of Binary Coded Decimal (BCD) encoding and the ASCII character set
- Using only the ASCII character set.

Through administration, the server can now use this new ASCII message set exclusively instead of the mixed BCD/ASCII message set.

This ASCII message set makes the GuestWorks server more flexible. The server still works with existing PMS vendors who use a combination of BCD and ASCII, but now also works with newly-developed PMS products that support ASCII guest data.

For more information about the message set and guest data specifications, see *DEFINITY Enterprise Communications Server (ECS), GuestWorks server, and System 75 PBX Property Management System Interface Specifications*, (555-231-601).

### User Operation

---

There is no special user operation required for this feature.

### Administration

---

#### **change system-parameters hospitality**

- On Page 1 of this form, enter **transparent** in the PMS Protocol Mode field and **y** in the ASCII mode? field.

### Required Hardware

---

There is no special hardware required for this feature.

### Required Software

---

To take advantage of this new feature, the PMS software must be compatible with the ASCII-only guest data message set. Contact your PMS vendor and request upgraded software that complies with the ASCII-only guest data message set as documented in *DEFINITY Enterprise Communications Server (ECS), GuestWorks server, and System 75 PBX Property Management System Interface Specifications*, (555-231-601).

## Attendant Backup

---

The Attendant Backup feature allows you to access most attendant console features from one or more specially-administered multiappearance voice terminals. Using this backup mode, you can answer calls faster, thus providing better service to your guests and prospective clients.

The recommended voice terminals are the Lucent Technologies Model 8434 and Model 8410. When calls terminate at the attendant console during normal operation, users at the backup voice terminals can answer overflow calls by pressing a button or dialing a feature access code. You can then process the calls as if you are at the attendant console. Procedures for basic feature operation are documented in the quick reference guides for each voice terminal.



#### NOTE:

The Attendant Backup features cannot be used from guest rooms administered as "client" rooms even if they have a multiappearance voice terminal.

When the attendant console is in the day mode (the **Night** lamp is off), you cannot answer overflow calls at the backup voice terminals until the number of calls waiting in the attendant queue has reached an administered threshold. Until the threshold is reached, the only indication the backup voice terminals receive about calls waiting in queue is when the **Queue Calls** and the **Queue Time** lamps go on. You can press the **Queue Time** button to see how long the call has been waiting, but you cannot answer the call. The **Queue Time** lamp starts flashing when the time in queue warning level has been reached (this is usually set for 15 seconds). When the calls waiting in queue threshold has been reached, the backup voice terminals will beep every 10 seconds as long as the number of calls waiting stays above the threshold. You can then answer calls using the Trunk Answer Any Station (TAAS) feature access code \_\_\_\_\_ or an automatic dialing button administered with that feature access code.

When the attendant console is in the night mode (the **Night** lamp is on), all calls to the attendant console immediately beep at the backup voice terminals and the **Queue Calls** and the **Queue Time** lamps go on. You can then answer calls using the TAAS feature access code \_\_\_\_\_ or an automatic dialing button administered with that feature access code.

You can also install an external ringing device that sounds whenever the attendant queue limit is reached and when calls can be answered with the TAAS feature access code. This is an optional feature.

## User Operation

---

The Attendant Backup feature has no specific user operation procedures. The user operation for basic console features using the attendant console or a backup voice terminal is documented in *DEFINITY Business Communications System and GuestWorks server Issue 3.0 Console Quick Reference*, (555-231-735). The user operation for hospitality features is documented in *GuestWorks server Issue 3.0 Hospitality Operations*, (555-231-741). For basic voice terminal operation, see the quick reference guide for the voice terminal.

### Administration

---

**change station XXXX** (XXXX is the extension number of the voice terminal)

- Add the following required feature buttons to the backup voice terminal:
  - **atd-qcalls** (this button causes backup voice terminals to ring when the queue warning level is reached)
  - **atd-qtime**

Other buttons related to hospitality features should be added to the backup voice terminal. Those include the following:

- **ext-dn-dist**
- **auto-wkup**
- **night-serv** (only one backup voice terminal can have this button)
- **ringer-off**
- **check-in**
- **check-out**
- **busy-ind** (assign a busy indicator button for the attendant console extension and for the extensions of other backup voice terminals)

**change attendant X** (X is the console number; usually 1)

- Use this form to administer the attendant console parameters. On Page 1 of this form, the console **Type** field must be set to **principal**.

**change feature-access-codes**

- Use this form to add the Trunk Access Any Station feature access code. This feature is used to answer attendant calls that overflow the attendant call waiting queue.

### change console-parameters

On Page 1 of this form, administer the following Attendant Backup parameters:

- The Calls in Queue Warning level should be set to **1** if the customer uses the backup voice terminals for most call handling. If the customer uses the attendant console, you can set this level to a higher threshold.
- The Ext Alert Port (TAAS) field must have an analog circuit equipment location administered even if you do not have external ringing equipment connected to the circuit. This is required to allow the Attendant Backup feature to work properly.
- The No Answer Timeout controls when ringing at the console will stop after a call is waiting in queue. When the timeout occurs, the console stops ringing, but the call can still be answered. A good value to begin with is **10**.
- The Alerting field controls the timeout limit before the console automatically goes into Night mode and Position Busy when calls are not answered. This is a good feature to administer in the situation where the attendant takes a break or leaves at the end of the day, and forgets to put the console into Night service. For example, if the No Answer Timeout field is set to **10** seconds and the Alerting field is set to **10** seconds, the following occurs: a call rings at the console, after 10 seconds the console ringing shuts off, the call continues to queue for 10 seconds, then the console goes into Night mode and Position Busy. The call can now be answered from a backup voice terminal.

### **change cos**

- For the COS used by the backup voice terminals, enter **y** for Console Permissions.



#### **SECURITY ALERT:**

*Do not assign Console Permissions to any Class of Service except for the attendant consoles and backup voice terminals.*

### **change system guestworks-bcs-options**

- Enter **y** in the Day Mode TAAS Pickup & Backup Station Audible Alerting field. This option defaults to **y**, and can be changed only by Lucent Technologies personnel.

## **Required Hardware**

---

The Attendant Backup feature can be used from any supported multiappearance voice terminal. The recommended models for GuestWorks are the Model 8434 and Model 8410.

If you are using the TAAS external alerting port, you must use an approved ringing device.

## Attendant Crisis Alert

---

The Attendant Crisis Alert feature provides a visual, audible, and printed record when guests or hotel staff place a call to the local emergency service agency. This gives hotel personnel the ability to assist emergency personnel when they arrive at the hotel by identifying where the call came from and when the call was made. This feature uses the Automatic Route Selection (ARS) feature to allow routing of any emergency service access code (such as 911) to the appropriate emergency service agency, while also identifying the call for crisis alerting.

For example, the hotel publishes that in emergencies, guests should dial 911 to reach the local emergency service agency. When the call is placed and successfully routed to the local emergency service agency, the attendant console is notified immediately by a special emergency alerting tone and a special emergency display (the emergency call itself cannot be answered at the attendant console, but the call information is displayed). The attendant can then note the room number and contact the appropriate personnel at the hotel to assist with the emergency.



### NOTE:

Each subsequent emergency notification is queued with a 5-second delay to allow the attendant to finish processing the current emergency notification.

The Attendant Crisis Alert feature can be used for any type of emergency such as a medical emergency from a guest room, a fire in the kitchen, or a burglary.

## User Operation

---

The user operation for Attendant Crisis Alert is documented in *DEFINITY Business Communications System and GuestWorks server Issue 3.0 Console Quick Reference*, (555-231-735).

### Administration

---

#### change attendant 1

- On Page 2 of this form, add the **crss-alert** feature button. Using a blank button label, create a **Crisis Alert** button label and install it on the attendant console. The **Crisis Alert** button can be added only to the attendant console, not any of the attendant backup voice terminals.

#### change ars analysis X (X is the first digit of the dialed digit string)

- On this form, assign a routing pattern and the **alrt** Call Type to the desired emergency service access code. For example, if your emergency service access code is 911, assign the 911 digit string to a routing pattern and assign it the **alrt** Call Type. This takes care of the condition when the guest dials 9 (for local access) and then 911. If a guest dials only 911, you also want the call to route to the emergency service agency. You must assign a dialed string of 11 with a different routing pattern that removes the dialed digits 11 and inserts the dialed digit string 911. The following screens show these two examples administered as part of the ARS Digit Analysis Table.

ARS DIGIT ANALYSIS TABLE													
Partitioned Group Number: 1													
Dialed String	Total Mn	Total Mx	Call Pat	Call Type	Call Num	Call Rq	Dialed String	Total Mn	Total Mx	Call Pat	Call Type	Call Num	Call Rq
911	3	3	5	alrt	n								n
					n								n
					n								n
					n								n
					n								n
					n								n
					n								n
					n								n
					n								n
					n								n
					n								n

change ars analysis 1

Page 1 of 2

ARS DIGIT ANALYSIS TABLE  
Partitioned Group Number: 2

Percent Full: 6

Dialed String	Total Mn	Rte Mx	Call Pat	Nd Type	ANI Num	Rq	Dialed String	Total Mn	Rte Mx	Call Pat	Nd Type	ANI Num	Rq	
11	2	2	6	alrt	n									n
					n									n
					n									n
					n									n
					n									n
					n									n
					n									n
					n									n

### change route-pattern X (X is the routing pattern)

- On this form, assign a routing pattern for the emergency service access code.

In this first example, Preference 1 of Pattern 5 is used when guests dial 9911 (9 for the ARS access code, and 911 for the emergency service agency).

change route-pattern 5								Page 1 of 1	
Pattern Number: 5									
Grp.	FRL	NPA	Pfx	Hop	Toll	No.	Del	Inserted	IXC
No.				Mrk	Lmt	List	Digits	Digits	
1:	5			0					
2:									
3:									
4:									
5:									
6:									
BCC	VALUE	TSC	CA-TSC	ITC	BCIE	Service/Feature			Numbering Format
0	1	2	3	4	W	Request			
1:	Y	Y	Y	Y	n	n			rest
2:	Y	Y	Y	Y	n	n			rest
3:	Y	Y	Y	Y	n	n			rest
4:	Y	Y	Y	Y	n	n			rest
5:	Y	Y	Y	Y	n	n			rest
6:	Y	Y	Y	Y	n	n			rest

In this second example, Preference 1 of Pattern 6 is used when guests dial 911. Pattern 6 deletes the two digits dialed after the ARS access code (11), and inserts the correct digit string (911).

```
change route-pattern 6                                         Page 1 of 1
                                                               Pattern Number: 6
                                                               IXC
  Grp.  FRL NPA Pfx Hop Toll No. Del Inserted
  No.      Mrk Lmt List Digits  Digits
  1: 5      0           2      911
  2:
  3:
  4:
  5:
  6:

  BCC VALUE    TSC  CA-TSC      ITC   BCIE  Service/Feature      Numbering
  0 1 2 3 4 W    Request
  1: y y y y y n  n      rest
  2: y y y y y n  n      rest
  3: y y y y y n  n      rest
  4: y y y y y n  n      rest
  5: y y y y y n  n      rest
  6: y y y y y n  n      rest
```

### change system-parameters hospitality

- On Page 1 of this form, administer the data module extension for the journal/schedule printer in the Extension of Journal/Schedule Printer field.

### Required Hardware

There is no special hardware required for this feature.

## Attendant Split Swap

---

The Attendant Split Swap feature allows the attendant to alternate between active and split calls. This operation may be useful when the attendant may need to transfer a call, but first must talk with each party before completing the transfer. This operation is done using the new **Split Swap** button.

### User Operation

---

The user operation for Attendant Split Swap is documented in *DEFINITY Business Communications System and GuestWorks server Issue 3.0 Console Quick Reference*, (555-231-735).

### Administration

---

**change attendant X** (X is the console number; usually 1)

- On Page 2 of this form, add the **split-swap** feature button.

### Required Hardware

---

There is no special hardware required for this feature.

## Authorization Codes

---

The Authorization Codes feature allows hotel staff to access additional calling features of the server when making toll calls or accessing the server remotely. Authorization codes may be used for any or all of the following reasons:

- To allow a calling user to override the FRL assigned to the originating station or trunk
- To restrict individual incoming tie trunks from accessing an outgoing trunk
- To identify certain calls on CDR records for cost-allocation purposes
- To provide additional security control for the system.

When an authorization code is dialed, the FRL assigned to the extension number, attendant console, incoming trunk group, or remote access trunk group being used for the call is replaced by the FRL assigned to the authorization code. The new FRL functions the same as the one it replaces; however, the new FRL may represent greater or lesser calling privileges than the FRL that it replaces. Access to any given facility depends on the restrictions associated with the authorization code FRL.

For example, a supervisor may be at a desk of another user and want to make a call that is not normally allowed by the FRL assigned to that extension. The supervisor, however, can still make the call by dialing an authorization code that has been assigned an FRL that is not restricted from making that type call.

For security reasons, authorization codes range from four to seven digits. The number of digits in the codes must be a fixed length.

Each authorization code is assigned a COR that contains an associated FRL. Within a system, access privileges are determined by the FRL assigned to the facility where the call is originated. When an ARS call is dialed, the system allows or denies the call based on the FRL of the originating station. COR is used to restrict internal or non-ARS calls.

When an authorization code is required on some, but not all, trunk groups, the system prompts for an authorization code when the originating FRL is not adequate to access the next available trunk group in the routing pattern.

When a remote access caller dials the assigned remote access number and establishes a connection to the system, the system may request the caller to dial an authorization code and/or a barrier code. The authorization code defines the caller's calling privileges within the system.

If entry of an authorization code is required, it applies to all remote access trunk groups in the system. If a remote access user must dial an authorization code to gain access to the system facilities, an authorization code is not requested again even if the user places a call that routes through ARS.

For security reasons, Authorization codes must be assigned randomly. This also makes it difficult for one user to guess the authorization code assigned to another user.

## User Operation

---

When an authorization code is required, users are prompted to enter the authorization code after they dial the called number. Users receive a second dial tone and that is when they enter the authorization code.

## Administration

---

### **change system-parameters feature**

- On Page 3 of this form, enable authorization codes for the server. You also set the code length (four to seven digits), the attendant timeout flag, and other parameters.

### **change authorization-codes**

- Use this form to add authorization codes to the server. You can add up to 1,500 codes on the server. Administer only the authorization codes required. Do not add random authorization codes as this may cause a breach in system security.

### **Required Hardware**

---

There is no special hardware required for this feature.

## **Automatic Route Selection**

---

Automatic Route Selection (ARS) World Class Routing (WCR) is used to ensure that calls use the lowest-cost facility. ARS can also deny calls to specific numbers or groups of numbers (for example, 976-xxxx or 900 numbers). ARS routing patterns can be designed so that the calling party's COR will dictate the type of facility for this call, and what to do if all of those facilities are busy.

ARS partitioning is used to provide a method to segregate the guest usage from the administrative usage. Calls for each group can be routed over different facilities for an identical dial string. This is accomplished by Class of Restriction (COR). Guest rooms could be in COR 1, while the hotel staff could be in COR 2. The COR also defines the Facility Restriction Level (FRL), or calling privileges, for that class of user. There must be an ARS analysis table for each partition. The analysis table will provide unique routing of calls made by each group of callers. Long distance calls made by the administrative users may be routed over SDN trunks, while a guest who dialed the same dial string could be routed over a "Time and Charges" type of trunk (required in some states).

### **User Operation**

---

There is no special user operation required for this feature.

## Administration

---

### **change cor X (X is a COR number 0-95)**

- Use this form to assign a Facility Restriction Level (FRL) to the guest room and office staff class of restriction (COR). You may want to limit the long distance calling ability of the guest rooms, but allow the office staff to call without any restrictions.

### **change dialplan**

- Use this form to assign your local area code in the North American Area Code field, and to indicate whether you require users to dial a “1” before dialing a long distance call in the ARS Prefix 1 Required field. Most areas in North America require a “1” before a long distance call.

### **change feature-access-codes**

- Use this form to add the ARS feature access code. This code is usually assigned to the digit “9.” You can have two different ARS feature access codes.

### **change ars analysis X (X is the first digit)**

- Use this form to assign a route pattern to a string of dialed digits.

### **change route-pattern X (X is the routing pattern 1-40)**

- Use this form to add ARS routing patterns.

## Required Hardware

---

There is no special hardware required for this feature.

## Automatic Wakeup

---

Wakeup calls can be activated by guests from their own room or from the front desk using the attendant console or a backup voice terminal. If the Dual Wakeup feature is enabled, each extension can have two wakeup calls active within one 24-hour time period.

Guest activation of wakeup calls are allowed under two conditions:

- If the server has a speech synthesizer circuit pack (TN725B), guests are allowed to activate one wakeup call. The speech synthesizer circuit pack uses voice prompts to guide the guest through the steps required to activate or cancel a wakeup call.
- If the server does not have a speech synthesizer circuit pack, the guests can use the Wakeup Activation via Tones feature to activate and cancel their wakeup calls. If the Dual Wakeup feature is enabled, guests can create two wakeup calls.

Activation of wakeup calls from the attendant console are done the same way regardless if the server has a speech synthesizer circuit pack.

The server can place up to 150 wakeup calls in one 15-minute interval, and there can be a total of 800 wakeup requests at one time. The server delivers a wakeup call every 2 seconds and up to 800 wakeup calls in a 15-minute time period as shown above. For example, if many guests select 6:00 a.m. for a wakeup call, some of the wakeup calls will arrive after 6:00 a.m.

Once a wakeup call is requested, there are several ways the wakeup call can be delivered:

- The speech synthesizer circuit pack, where the wakeup message depends on the time of day.
- The Integrated Announcement circuit pack (TN750C), which provides customized wakeup messages. The messages can range from very simple to a complete sales message in various languages.

- Music on hold, where the guest hears music when the wakeup call is made, but hears no other special message.
- Customized announcements recorded on the Audichron Recording device which delivers sales pitches for various hotel functions with the wakeup call. Audichron can be equipped with time and temperature circuitry which enables the wakeup announcement to give the time and temperature. Audichron uses all four ports on a TN763D auxiliary trunk circuit pack.
- Silence; the least expensive. The phone only rings and, when answered, the guest hears silence.

Wakeup calls ring at a guest's room telephone for 30 seconds. The wakeup call is repeated three times in 5-minute intervals if the guest does not answer the call. If the guest does not answer the wakeup call, a lamp on the attendant console and the backup voice terminals goes on. The attendant or backup voice terminal user presses a button labeled **Failed Wakeup**, and the display shows the failed wakeup information. With this notification, you can contact the guests to see if there are any problems since they did not answer their wakeup call.

 **NOTE:**

The **Failed Wakeup** button is administered as an Automatic Message Waiting extension. All failed wakeups send a message to that extension, and the lamp goes on at the attendant console or backup voice terminal.

The integrated announcement circuit pack is the most flexible of all wakeup announcements. With this type of announcement, it is possible for the attendant to select from a variety of wakeup announcements. When the attendant enters a wakeup time, he or she designates the appropriate message based on the time of the wakeup call or the language required.

The integrated announcements circuit pack has the following recording time limit based on the sampling rate used:

- 8 minutes, 32 seconds at 16 KHz
- 4 minutes, 16 seconds at 32 KHz
- 2 minutes, 8 seconds at 64 KHz.

The integrated announcement circuit pack also has the ability to operate in the repeat mode where the message repeats for a fixed amount of time before the guest is disconnected from the call. There is also a barge-in function where the wakeup announcement is connected at the point where the message is currently playing, without waiting to start at the beginning.

## User Operation

---

The user operation for applying Automatic Wakeup calls from a guest room, using the attendant console, or using a backup voice terminal is documented in *GuestWorks server Issue 3.0 Hospitality Operations*, (555-231-741).

See the section on Recorded Announcements on Page 83 for information about recording and checking announcements.

### Administration

---

In addition to the following, see the information about administering Recorded Announcement equipment on Page 109 and printing reports on Page 113.

#### **change system-parameters guestworks-bcs-options**

- Enter a **y** in the Dual Wakeup and Room Activated Wakeup with Tones fields. These options default to **y**, and can be changed only by Lucent Technologies personnel.

 **NOTE:**

If Wakeup Activation via Tones is enabled, the speech synthesizer circuit pack (TN725B) is disabled from service. This means that guests cannot enter their own Do Not Disturb requests.

#### **change feature-access-codes**

- Use this form to add the Automatic Wakeup feature access code.

#### **change system-parameters hospitality**

- On Page 2 of this form, enter the time of day when you want to print the wakeup activity report in the Time of Scheduled Wakeup Activity Report field. This report is printed on the Journal/Schedule printer and summarizes the wakeup activity for each extension that had wakeup activity for the past 24 hours.
- On Page 2 of this form, enter the time of day when you want to print the wakeup summary report in the Time of Scheduled Wakeup Summary Report field. This report is printed on the Journal/Schedule printer and gives an hour-by-hour summary of the number of scheduled wakeup calls and a list of extensions to which wakeup calls were attempted but did not complete during the hour.

- On Page 2 of this form, enter an extension number in the Extension to Receive Failed Wakeup LWC Messages field. This defines which extension will receive LWC messages that represent failed wakeup attempts. Assign an extension number that is in the dial plan but is not currently assigned to another object. Administer an automatic message waiting lamp appearance for this extension at the attendant console and on the backup voice terminals. Use the button labeled **Failed Wakeup**.
- On Page 2 of this form, enter an extension number in the Routing Extension on Unavailable Voice Synthesis field. This defines where you want to route callers when the speech synthesizer circuit pack is unavailable for Automatic Wakeup and Do Not Disturb requests. For most cases, the attendant console extension number (or the value **attd**) is used.

#### **change attendant 1**

- On Page 2 of this form, add the following feature buttons:
  - **auto-wkup**
  - **aut-msg-wt** (this is the extension used for failed wakeup messages; the button is labeled **Failed Wakeup**)

#### **change station XXXX** (XXXX is the extension number of the backup voice terminal)

- Add the following features to the backup voice terminal feature buttons:
  - **auto-wkup**
  - **aut-msg-wt** (this is the extension used for failed wakeup messages; the button is labeled **Failed Wakeup**)

### Required Hardware

---

If you want to provide more than just silence for your wakeup calls, you must have one of the following:

- Integrated Announcement circuit pack (TN750C) — The announcement circuit pack is used to provide automatic wakeup messages and call prompts for the Direct Access Calling feature. Using the integrated announcement circuit pack gives you the flexibility to make changes to your wakeup announcements, add announcements when needed, and deliver wakeup messages in the language of your guests.
- Speech Synthesizer circuit pack (TN725B) — The speech synthesizer circuit pack can be installed to allow guests to receive instructions when they request their own wakeup calls.

### Busy Verification

---

The Busy Verification feature allows attendants and backup voice terminal users to make test calls to see if a trunk is actually busy or out of service. If the trunk is out of service, call your local telephone service provider to report the outage.

### User Operation

---

The user operation for Busy Verification is documented in *DEFINITY Business Communications System and GuestWorks server Issue 3.0 Console Quick Reference*, (555-231-735).

### Administration

---

#### change attendant 1

- On Page 2 of this form, add the **busy-verify** feature button.

**change station XXXX** (XXXX is the extension number of the backup voice terminal)

- Use this form to add the **busy-verify** feature button.

## **Required Hardware**

---

This is no special hardware required for this feature.

## **Call Accounting**

---

Call Accounting takes call records supplied by the server, puts the records into a standard bill format, and sends the billing information to the PMS. When guests check out, all calls posted to the PMS (local and long distance) are printed automatically on their bill. This gives the hotel better control over revenues generated by telephone usage. The call records used for the call accounting are provided by the Call Detail Recording (CDR) feature of GuestWorks.

The GuestWorks *server* solution for call accounting is the Lucent INTUITY Lodging Call Accounting. This application resides with the Lucent INTUITY Lodging Voice Messaging on the MAP/5 platform and was developed by the Homisco Corporation. If your site is using a different call accounting system, it must be compatible with the GuestWorks *server*. Two of the supported call record formats are the *Teleseer* and *printer* formats. The Lucent INTUITY Lodging Call Accounting package uses the *printer* format.



### **NOTE:**

When the Lucent INTUITY Lodging Call Accounting package is first installed, the set of extensions and trunks administered on the GuestWorks *server* is coordinated with Homisco. If extensions and trunks are added at a later date, Lucent Technologies and Homisco must be notified so changes can be added to the call accounting package.

### User Operation

---

The user operation for the call accounting software is documented in *Guest-Works server INTUITY Lodging Call Accounting User's Guide*, (555-231-205). If you have a different call accounting system, see the user documentation for your system.

### Administration

---

#### **change system-parameters cdr**

- Check this form to make sure that CDR options are enabled on a server-wide basis. If using the Lucent INTUITY Lodging Call Accounting, set the Primary Output Format field to **printer**.

#### **change trunk-group XX** (XX is the number of any outgoing trunk group)

- On Page 1 of this form, enter **y** in the CDR Reports field for all outgoing trunk groups.

### Required Hardware

---

The Lucent INTUITY Lodging Call Accounting resides on the Lucent INTUITY MAP/5 platform.

## Call Coverage

---

Call Coverage takes a call intended for a guest's room and redirects the call to one, two, or three secondary answering positions if the guest does not answer or is busy on the telephone. The coverage answering positions could be the attendant or a voice messaging system. The call follows a preset "coverage path" which is established for a station or group of stations by server administration.

The coverage path can have different redirection criteria and destinations for callers inside and outside of the hotel. An outside call might go to a voice messaging system while a room-to-room call might go to the attendant.

For office staff personnel, you also have access to features such as Go to Cover and Call Transfer out of AUDIX®. With Go to Cover, you can call an associate and press the Go to Cover button on your voice terminal. This immediately redirects your call to Lucent INTUITY AUDIX so you can leave a message without delay. With Call Transfer out of AUDIX, when Lucent INTUITY AUDIX begins to answer a call you have placed to another associate, you can press  and call someone else instead of leaving a message.

## Interactions with PMS

---

When there is no PMS or when the PMS is operating in the Normal mode, the following features interact with Call Coverage:

- Check-In or Check-Out — The coverage path for the room is not changed.
- Room Change or Room Swap — The coverage paths of the two rooms are not changed.

With a PMS, there is a default coverage path. The coverage path is determined by what services the guest requires. The front desk clerk has the ability to allow the default coverage path to be used, or to change to another coverage path. If the coverage path field in the PMS is left blank, the default coverage path is

used. If zero is entered, then there is no coverage. If a valid coverage path number is entered, then that coverage path is used.

The PMS can control the coverage path only if the PMS Protocol Mode is set to “Transparent.” If the PMS is in the “Normal” mode, the server will default to a “No PMS” mode.

When the PMS is fully active, the following features interact with the Call Coverage feature:

- Check-In — The coverage path for the room is set to the path given in the “check-in” message. If the path in the “check-in” message is blank, then the Default Coverage Path for Client Rooms is used.
- Check-Out — The coverage path for the room is set to the default coverage path.
- Room Change — The coverage path is moved from the old room to the new room. The old room is given the default coverage path.
- Room Swap — The coverage paths of the two rooms are swapped.

## User Operation

---

There is no special user operation required for this feature.

## Administration

---

### **change system-parameters hospitality**

- On Page 1 of this form, enter an assignment in the Client Room Coverage Path Configuration field. If your server has no PMS or the guest room coverage path is not controlled by the PMS, put **act-nopms** in this field. If the guest room coverage path is controlled by the PMS, put **act-pms** in this field. The PMS vendor should be consulted concerning this setting.
- On Page 1 of this form, enter an assignment in the Default Coverage Path for Client Rooms field. This field defines the coverage path number set for a guest room when the server receives a check out message in the Transparent Mode or the ASCII Mode. The default coverage path is used when the PMS cannot function in the Transparent Mode or ASCII Mode, or when the room is unoccupied. This field may be left blank to indicate no coverage path.

The default coverage path is also used when translations are being saved on the server. This path is used for each station with a "client room" COS.

### **change station XXXX (XXXX is the extension number of a voice terminal)**

- Enter a coverage path number in the Coverage Path field.
- Use this form to add **send-calls** and **go-to-cvr** buttons on the office staff voice terminals.

### **change coverage path X (X is the coverage path number)**

- Use this form to administer the coverage path criteria for your guest room telephones and your hotel staff voice terminals.

## **Required Hardware**

---

There is no special hardware required for this feature.

## Call Park

---

The Call Park feature allows you to put a call on hold and then retrieve the call from any other voice terminal within the system. Calls can be parked using the attendant console or any voice terminal that does not have a "client room" COS.

### User Operation

---

The user operation for Call Park from the 8400-series voice terminals is documented in the quick reference guides for those voice terminals.

The user operation for Call Park from the attendant console is documented in *DEFINITY Business Communications System and GuestWorks server Issue 3.0 Console Quick Reference*, (555-231-735).

### Administration

---

#### **change feature-access-codes**

- Use this form to administer the Call Park feature access code and the Answer Back feature access code.

#### **change attendant 1**

- On Page 2 of this form, add an **abrv-dial** button used to dial the Call Park feature access code.

#### **change station XXXX (XXXX is the extension number of a voice terminal)**

- Add the **call-park** button to the voice terminals where you might use this feature.

#### **change console-parameters**

- Use this form to designate common shared extensions used by the Call Park feature. You must enter an unused extension number and then enter the number of shared extensions needed for Call Park.

### change system-parameters feature

- Enter a value in the Call Park Timeout Interval field. This determines how long a call can remain parked on the server. When this interval times out, the call rings back at the extension that parked the call.

### Required Hardware

---

There is no special hardware required for this feature.

## Check-In/Check-Out

---

The GuestWorks server can check guests into a hotel and, when the guest leaves, check them out. There are two ways this is done: through the PMS terminal or through the attendant console (or backup voice terminal).

 **NOTE:**

Check-in and check-out from the attendant console can only be used if there is no PMS or if the link to the PMS is down. If the PMS is installed and working, check guests using the PMS.

For guest check-in or check-out from the console, there are two buttons on the attendant console (or backup voice terminal): one labeled **Check In** and the other labeled **Check Out**. The check-in procedure performs two functions: it deactivates the restriction on the telephone in the room allowing outward calls, and it changes the status of the room to occupied.

### User Operation

---

The user operation for guest check-in and check-out using the PMS is documented in the PMS documentation.

The user operation for guest check-in and check-out using the attendant console or the backup voice terminal is documented in *GuestWorks server Issue 3.0 Hospitality Operations*, (555-231-741).

### Administration

---

#### **change attendant 1**

- On Page 2 of this form, add the following feature buttons:
  - **check-in**
  - **check-out**
  - **maid-stat**
  - **occ-rooms**

**change station XXXX** (XXXX is the extension number of the backup voice terminal)

- Add the following features to the backup voice terminal feature buttons:
  - **check-in**
  - **check-out**
  - **maid-stat**
  - **occ-rooms**

### Required Hardware

---

There is no special hardware required for this feature.

## Client Room Class of Service

---

Client Room Class of Service (COS) is not a feature, but rather a condition established when you designate the telephone in a room to be a “client room.” When a telephone is administered with the client room COS, the telephone interacts with hospitality features differently than a telephone that is not administered as a client room.

These are the hospitality features that interact for a telephone with a client room COS:

- Check-In
- Check-Out
- Emergency Access to Attendant
- Maid Status
- Message Waiting Notification
- Names Registration (if the PMS interfaces to the server in Transparent Mode or ASCII Mode)
- Room Change
- Room Swap.

 **NOTE:**

Any extension can utilize the Automatic Wakeup, Do Not Disturb, or Message Waiting Notification features. A specific COS is not required.

Telephones with the client room COS are restricted from the following:

- Answering attendant console calls
- Updating housekeeping status using the designated telephone status codes.

### User Operation

---

There is no special user operation required for this feature.

### Administration

---

#### change cos

- For the COS assigned to the guest rooms, enter **y** in the Client Room field.



#### SECURITY ALERT:

*Make sure that the COS used by the backup voice terminals are not assigned to any other voice terminals, especially guest rooms.*

### Required Hardware

---

There is no special hardware required for this feature.

### Controlled Restrictions

---

The Controlled Restrictions feature allows you to activate different types of calling restrictions on guest room telephones. The restriction types include the following:

- Outward — The guest cannot place calls to the public network.
- Station-to-Station — Guests cannot place or receive calls between guest rooms or administrative staff voice terminals.
- Termination — The guest cannot receive any calls.
- Total — The guest cannot place or receive any calls.
- Toll — The guest cannot place toll calls, and can place local free calls.

The Controlled Toll Restriction feature is a new option with GuestWorks and can be substituted for either Outward Restriction or Station-to-Station Restriction. This substitution was done because most PMS products in use today recognize only four different types of restrictions. Through administration, you can enable Outward/Toll Restriction, Station-to-Station/Toll Restriction, Termination Restriction, and Total Restriction.

The ways to activate controlled restrictions are as follows:

- When you check in a guest, all controlled restrictions are removed from the room telephone. When the guest checks out, Outward Restriction or Toll Restriction is enabled for the room telephone.
- When you or a guest sets up a Do Not Disturb request, Termination Restriction is enabled for the room telephone.
- Using a feature access code from the attendant console or from a voice terminal with console permissions, you can enable any of the controlled restrictions for a guest room telephone.
- Using a feature access code from the attendant console or from a voice terminal with console permissions, you can enable any of the controlled restrictions for the telephones in a group of guest rooms. This grouping is based on the administered Class of Restriction (COR).
- Using the PMS, you can enable any of the individual controlled restrictions plus some predefined combinations. These combinations include the following:
  - Outward/toll and station-to-station/toll
  - Outward/toll and termination
  - Station-to-station/toll and termination

 **NOTE:**

Since current PMS products do not automatically recognize the new Toll Restriction feature, PMS terminal users must be trained that Toll Restriction may be substituted for either Outward or Station-to-Station Restriction.

When a guest tries to make a call from a station that is restricted, the call is routed to one of the following: the attendant, a recorded announcement, a coverage path, another extension (for example, one of the backup voice terminals), or intercept tone.

## User Operation

---

The user operation for applying controlled restrictions using the PMS is documented in the PMS documentation.

The user operation for applying controlled restrictions using the attendant console or backup voice terminal is documented in *GuestWorks server Issue 3.0 Hospitality Operations*, (555-231-741).

## Administration

---

### change system-parameters guestworks-bcs-options

- Use this form to assign Toll Restriction as a substitute for either Outward or Station-to-Station restriction. Enter **nothing**, **outward**, or **station-station** into the Controlled Toll Restriction replaces field. This option defaults to **nothing**, and can be changed only by Lucent Technologies personnel.  
  
If you enter **nothing**, you have access to Outward, Total, Termination, and Station-to-Station restrictions. If you enter **outward**, you have access to Toll, Total, Termination, and Station-to-Station restrictions. If you enter **station-station**, you have access to Outward, Total, Termination, and Toll restrictions.

### **change system-parameters feature**

- On Page 3 of this form, add the intercept treatment desired for the Outward/Toll, Termination (Do Not Disturb), and Station-to-Station restricted calls in these fields:
  - Control Outward/Toll Restriction Intercept Treatment
  - Controlled Termination Restriction (Do Not Disturb)
  - Controlled Station to Station Restriction

Callers that encounter one of these restrictions can be routed to an announcement, the attendant, Call Coverage (for Termination Restriction only), an extension, or to intercept tone. If you select announcement or extension, you must enter the appropriate extension number.

If restricted calls are routed to a recorded announcement, the specific announcement must be recorded and assigned to the correct extension number.

### **change system-parameters hospitality**

- On Page 1 of this form, enter an assignment in the Controlled Restrictions Configuration field. If your server has no PMS or the guest room telephone restrictions are not controlled by the PMS, enter **act-nopms** in this field. If the guest room telephone restrictions are controlled by the PMS, enter **act-pms** in this field. The PMS vendor should be consulted concerning this setting.

### **change feature-access-codes**

- Enter feature access codes for the Group-Controlled Restrictions and the User-Controlled Restrictions.

## **Required Hardware**

---

There is no special hardware required for this feature.

## Dial by Name

---

The Dial by Name feature allows you to “dial” someone by entering their name from your touch-tone keypad. This feature is accessible by using the Direct Access Calling feature and the integrated announcement circuit pack (TN750C) to create an “auto-attendant” procedure where one of the options allows callers to enter a person’s name instead of their extension number. The system processes the name characters received, and, when a match is found, the number is dialed automatically.

A typical scenario might go like this:

- When a call comes in to the system (usually to a Listed Directory Number), a Direct Access Calling procedure routes the call to an announcement that says, “Hello. You have reached A1 Hotel. Please press 1 for the operator, press 2 to reach a guest or employee, or press 3 for the reservation desk.”
- When the caller selects 2, the caller then hears, “If you know the person’s extension, press 1. If you know their name, press 2.”
- If the caller does not know the person’s extension number, the caller can opt to enter the person’s name instead. The caller would press 2.
- The caller is then instructed to enter the person’s name.
- As soon as a match is found, the call is placed to that person.

The database for the names used in this feature comes from names entered into a management terminal or from names entered into a property management system (PMS) terminal, which are then communicated to the DEFINITY system during a database update.

## User Operation

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### NOTE:

This feature is not accessible from rotary telephones or telephones that do not have a labeled dial keypad. This feature operates using the Roman alphabet only.

1. Dial the published directory number.
  - The call is routed to the auto-attendant procedure.
2. Listen to the recorded announcements and select the option that allows you to enter a name.
  - You are prompted to enter the person's name.
3. Enter the first four characters of the person's last name.
  - If only one name matches the four characters entered, the call is placed to that person.
  - If there is more than one match, continue with Step 4.
  - If there are not matches, continue with Step 6.
4. If there is more than one match for the first four characters, you are prompted to enter the rest of the characters in the person's last name. After you enter the rest of the characters, press the **#** key.
  - If only one name matches the characters entered, the call is placed to that person.
  - If there is more than one match, continue with Step 5.
  - If there are not matches, continue with Step 6.

5. If there are still multiple matches, you are prompted to enter the first two characters of the person's first name.
  - If only one name matches the characters entered, the call is placed to that person.
  - Otherwise, the call cannot be completed using Dial by Name. Continue with Step 6.
6. You can dial **①** and try entering the name again, or you can dial **②** and the call is routed to a designated extension (usually the attendant or a voice mailbox).
  - If routed to an attendant, the attendant can then attempt to connect the call.
  - If routed to a voice mailbox, the caller can leave a message.

## Considerations

---

Consider the following when implementing the Dial by Name feature:

- The names used for this feature cannot have any accent marks or be characters other than the Roman alphabet. If non-Roman characters must be entered, the logical equivalent should be used in the names database.
- Special characters, such as the dash (-) and the apostrophe ('), are ignored if entered into the names database when it comes to using the Dial by Name feature. For example, when searching on the name O'Neill, a user should enter "onei" for the initial search. The **\*** key can be entered to represent a dash or apostrophe, but the users must be aware that special characters are an option.
- Special characters, such as the pound sign (#), the asterisk (\*), and numbers 0-9, cause names in the database to be unsearchable. That is, if a name in the database has any of these characters, a user cannot search on that name.

- If a person's last name is less than four characters long, the caller must press the **#** key to signify end-of-dialing. This instruction should be part of the recorded announcement.
- The system supports a maximum length of 15-character names (last name, first name). If the last name is longer than 15 characters, the first 15 characters should be entered. If two or more people have the same last name and that name is 15 characters long (or longer), the Dial by Name feature cannot be used to dial those persons.
- There are no "canned" announcements already recorded on the announcement circuit pack. All of the announcements for the Dial by Name feature must be customized on-site.
- This feature may provide a security issue for some industries (such as a hotel or a hospital). If there are people that should not be accessible using Dial by Name, their name can be entered into the names database using a numerical digit at the beginning of their last name (such as 9Carrier). This can be done only if the property management system will allow non-alphabetic characters at the beginnings of names.

## **Administration**

---

### **change system-parameters guestworks-bcs-options**

- Enter **y** in the Dial by Name field. This option defaults to **y**, and can be changed only by Lucent Technologies personnel.

### **add direct-access number XXXX (XXXX is the extension number)**

- Use this form to specify which Direct Access Calling procedure number (1 through 4) callers will access when the Direct Access Calling number is dialed. There can be four different Direct Access Calling numbers. The number used to support the Dial by Name feature is usually the published telephone number for the company. You can make this number accessible for outside callers, guests within the hotel, and employees.

### change direct-access procedure X

- You can assign up to four procedures that define how calls will be handled as users select the different prompts. The following example shows a Direct Access Calling "auto-attendant" procedure that can be used to access the Dial by Name feature. Step numbers 1-20 contain the basic auto-attendant steps, and Steps 21-32 contain the Dial by Name steps. Contact Lucent Technologies or your authorized dealer for support in setting up your procedures.

```
change direct-access procedure 2                               Page 1 of 3
                                         DIRECT ACCESS PROCEDURE

Procedure: 2                                         Name Dial by Name

01 wait-time      2    secs hearing ringback
02 collect        1    digits after announcement 381
03
04 route-to      number 0                  with cov n if digit      = 0
05 route-to      number 105                 with cov n if digit      = 1
06 goto           step 12    if digits      = 2
07 goto           step 21    if digits      = 3
08 goto           step 19    if digits      = 4
09 goto           step 16    if digits      = 5
10 route-to      number 0                  with cov n if unconditionally
11
```

```
change direct-access procedure 2
DIRECT ACCESS PROCEDURE
```

Page 2 of 3

```
12 collect      3 digits after announcement 382
13 route-to    digits with coverage y
14 route-to    number 0           with cov n if unconditionally
15
16 goto        step 2 if unconditionally
17
18
19 collect      3 digits after announcement 383
20 goto        step 13 if unconditionally
21 collect      4 digits after announcement 661
22 route-to    name1 with coverage y
```

```
change direct-access procedure 2
DIRECT ACCESS PROCEDURE
```

Page 3 of 3

```
23 goto        step 30 if nomatch
24 collect      11 digits after announcement 662
25 route-to    name2 with coverage y
26 goto        step 30 if nomatch
27 collect      2 digits after announcement 663
28 route-to    name3 with coverage y
29 goto        step 30 if nomatch
30 collect      1 digits after announcement 660
31 goto        step 21 if digits = 1
32 route-to    number 0           with cov n if unconditionally
```

The procedure above does the following:

1. When someone calls the system, the person receives ringback for 2 seconds.
2. Announcement 381 plays. This announcement asks them to do one of the following:
  - Press **0** or wait if they want the operator; if they press **0** or wait for the timeout, they are routed to the operator.
  - Press **1** if they want the help desk; if they press **1**, they are routed to extension 105, which is the help desk.
  - Press **2** if they know the person's extension; if they press **2**, they are routed to announcement 382, which tells them to dial the person's extension.
  - Press **3** if they know the person's name; if they press **3**, the following sub-procedure occurs:
    - a. Announcement 661 plays requesting they enter the first four characters of the person's last name.
      - If there is a match, the call is redirected.
      - If there are multiple matches, continue with Step b.
      - If there is no match, go to Step d.
    - b. Announcement 662 plays requesting they enter the rest of the person's last name, followed by the **#** key.
      - If there is a match, the call is redirected.
      - If there are multiple matches, continue with Step c.
      - If there is no match, go to Step d.
    - c. Announcement 663 plays requesting they enter the first two characters of the person's first name.
      - If there is a match, the call is redirected.
      - If there is no match, continue with Step d.

- d. Since there are still no matches, announcement 660 plays telling them they can press **1** to try again, or press **0** to get an operator.
- Press **4** if they know the department they wish to access; if they press **4**, they are routed to announcement 383, which gives them a listing of several departments that they can dial directly.
- Press **5** to start over again; if they press **5**, the caller hears announcement 381, which repeats all of the options.
- If the caller dials anything else, the call is routed to the operator.

## Required Hardware

---

The integrated announcement circuit pack (TN750C) is required for this feature.

## Direct Access Calling

---

Direct Access Calling uses the integrated announcement hardware of the server to deliver short messages to the caller, such as "Hello. You have reached A1 Hotel. Please press 1 for the front desk, press 2 to reach a guest room, or press 3 for reservations." If the caller selects 1, the call routes to the front desk. If the caller selects 2, the caller is then prompted to dial the room extension number. If the caller selects 3, the call routes to the hotel's reservation number (the number could be local or national). This automated attendant application speeds call handling and saves time for hotel personnel.

Another application of this feature is to provide your hotel guests a listing of hotel services and events by way of a daily menu of offerings. Your guests can call a number and be given a menu of choices. As they select menu options, they can receive more information or be routed to guest services, such as room service or housekeeping.

### User Operation

---

The only user operation required for this feature depends on the choices given. The caller must follow the prompts and select those options chosen. In most cases, no action by the caller will result in the call being routed to the attendant console.

### Administration

---

#### **SECURITY ALERT:**

*If you use a Direct Access Calling procedure to route calls to a location outside of your hotel, the COR of the Direct Access procedure must route using its own ARS restricted partition to prevent toll fraud.*

**add direct-access number XXXX (XXXX is the extension number)**

- Use this form to specify which Direct Access Calling procedure number (1 through 4) callers will access when the Direct Access Calling number is dialed. There can be four different Direct Access Calling numbers. One of the numbers is usually the published telephone number for the hotel. A second number could be used by hotel guests to provide a menu of information about hotel services and events. After you add a number, you can later change the number if needed.

### change direct-access procedure X

- You can assign up to four procedures that define how calls will be handled as users select the different prompts. The following example shows a Direct Access procedure. Contact your authorized dealer for support in setting up your procedures.

```
change feature direct-access procedure 1  
DIRECT ACCESS PROCEDURE
```

Page 1 of 2

Procedure: 1

Name auto-attd-1

```
01 wait-time 2 secs hearing ringback  
02 collect 1 digits after announcement 381  
03  
04 route-to number 0 with cov n if digit = 0  
05 route-to number 105 with cov n if digit = 1  
06 goto step 12 if digits = 2  
07 route-to number 699 with cov n if digit = 3  
08 goto step 20 if digits = 4  
09 goto step 16 if digits = 5  
10 route-to number 0 with cov n if unconditionally  
11
```

```
change feature direct-access procedure 1  
DIRECT ACCESS PROCEDURE
```

Page 2 of 2

```
12 collect 3 digits after announcement 382  
13 route-to digits with coverage y  
14 route-to number 0 with cov n if unconditionally  
15  
16 goto step 2 if unconditionally  
17  
18  
19  
20 collect 3 digits after announcement 383  
21 goto step 13 if unconditionally  
22
```

The procedure above does the following:

1. When someone calls the hotel, he or she hears ringback for 2 seconds.
2. Announcement 381 plays. This announcement asks the caller to do one of the following:
  - Press 0 or wait if they want the front desk; if they press 0 or wait for the timeout, they are routed to the front desk.
  - Press 1 if they want the reservation desk; if they press 1, they are routed to extension 105, which is the reservations desk.
  - Press 2 if they know the guest room extension; if they press 2, they are routed to announcement 382, which tells them to dial the guest room extension.
  - Press 3 if they want to retrieve their voice messages; if they press 3, the call is routed to the voice messaging system.
  - Press 4 if they know the department they wish to access (such as catering); if they press 4, they are routed to announcement 383, which gives them a listing of several extensions at the hotel that they can dial directly.
  - Press 5 to start over again; if they press 5, the caller hears announcement 381, which repeats all of the options.
  - If the caller dials anything else, the call is routed to the front desk.

## Required Hardware

---

The integrated announcement circuit pack (TN750C) is required for this feature.

## Display Client on Redirection

---

Security involving the room number and the guest name is a sensitive issue. When the Class of Service (COS) is set for “client room,” the redirection information is not passed to a receiving station. Examples of redirection information are “b” (busy), “d” (didn’t answer), or “f” (forward). This information could be a potential security breach, because the display shows a redirection code. This information might indicate whether guests are in their room.



### NOTE:

Blocking this information can cause problems when the server uses the Lucent INTUITY Lodging voice messaging. When no redirect information is delivered, the voice messaging system does not know how to answer the caller. To correct this problem, you must enable the Display Client on Redirection feature.

The following is a list of call purpose indicators that are displayed when calls are redirected to the attendant console or to a backup voice terminal:

- **b** or **B** — Busy. Indicates that the called guest is busy and the call is redirected by Call Coverage.
- **co** — Controlled Outward Restriction Call. Indicates that a guest attempted to make an outgoing call, but the room has Outward Restriction applied.
- **cs** — Controlled Station-to-Station Restriction Call. Indicates that a guest attempted to make a call to another guest room, but the room has Station-to-Station Restriction applied.
- **ct** — Controlled Termination Restriction Call. Indicates that a guest or an outside caller attempted to make a call to a guest room, but the called room has Termination Restriction applied.
- **d** — Don’t Answer or Cover. Indicates that the guest did not answer their telephone, and the call is redirected to the attendant through Call Coverage.
- **f** — Indicates that a call has been redirected using Call Forwarding.

- **ic** — Indicates that an incoming calls has been redirected as a result of intercept treatment.
- **Id** — Direct Inward Dialing (DID) Listed Directory Number (LDN) Call. Indicates that an incoming call came in on the LDN over a DID trunk.
- **rc** — Recall Call. Indicates that a call being held on the console is requesting more help.
- **rt** — Return Call. Indicates that a call transferred to another telephone or parked at an extension was not answered, and has returned to the console for processing.
- **s** — Send All Calls. Indicates that the call was redirected because the called party used Send All Calls.
- **sc** — Serial Call. Indicates a recall to the console for an outside caller making a series of calls to different guests at the hotel.
- **tc** — Trunk Control. Indicates that a guest attempted to place a call using a trunk that has controlled access.

## User Operation

---

There is no special user operation required for this feature.

## Administration

---

**change station XXXX** (XXXX is the extension number of a display voice terminal)

- Enter **y** in the **Disp Client Redir** field if you want the redirection reason displayed for the voice terminal user. This is a desirable feature for backup voice terminals. If you enter **n**, the call will not display redirection information.

## Required Hardware

---

There is no special hardware required for this feature.

## Display Room Information on Call Display

---

When calls from guest rooms terminate at the attendant console or a backup voice terminal, information about the call is displayed, including the extension number of the caller. For some properties, the extension of the client room phone may be different from the room number. The extension could be 4234 and the room number could be 234. Through administration, you can include the actual room number in the call display by administering Site Data for that extension. By providing this capability to display the room number, it assists the hotel staff in providing better service to their clients.

### User Operation

---

There is no special user operation required for this feature.

### Administration

---

#### **change system-parameters hospitality**

- On Page 2 of this form, enter a value in the **Display Room Information in Call Display** field. Enter **y** when the information in the room field on the station forms is to be used instead of only the extension number on the display-equipped voice terminals. If the associated station form defines a "client room" COS and a non-blank value in the room field, the characters in the room field are shown in the extension portion of call displays. If the room field has more than five characters, only the first five characters are shown. This supports situations where there are several phones with different extension numbers in one guest room. The room number will always be displayed no matter which phone is in use.

### Required Hardware

---

There is no special hardware required for this feature.

## Do Not Disturb

---

The Do Not Disturb feature permits hotel guests to request that calls directed to the room be blocked for a predetermined period of time. This can be done from the attendant console, a backup voice terminal, or by guests themselves. If the server has a speech synthesizer circuit pack, guests can apply their own Do Not Disturb requests.



### NOTE:

If Wakeup Activation via Tones is enabled, the speech synthesizer circuit pack (TN725B) is disabled from service. This means that guests cannot enter their own Do Not Disturb requests.

When the room with Do Not Disturb receives an automatic wake-up call, the Do Not Disturb feature is turned off. If the room with Do Not Disturb receives a priority call, the call will ring at the guest's room. Most calls coming to this station (from another room, or outside calls, or from the attendant), receive intercept treatment (the call is routed to the attendant, a recorded announcement, voice messaging, or intercept tone).

The server creates an audit trail report of all voice terminals that are in the Do Not Disturb mode. See the Reports section (Page 113).

## User Operation

---

The user operation for applying Do Not Disturb requests using the PMS is documented in the PMS documentation.

The user operation for applying Do Not Disturb from a guest room, using the attendant console, or using a backup voice terminal is documented in *GuestWorks server Issue 3.0 Hospitality Operations*, (555-231-741).

## Administration

---

In addition to the following, see the information about printing reports on Page 113.

### **change attendant 1**

- On Page 2 of this form, add the following feature buttons:
  - **ext-dn-dst**
  - **grp-dn-dst**

**change station XXXX** (XXXX is the extension number of the backup voice terminal)

- On Page 3 of this form, enter the following features to the backup voice terminal's feature buttons:
  - **ext-dn-dst**
  - **grp-dn-dst**

**change station XXXX** (XXXX is the extension number of the guest room voice terminal)

- On Page 3 of this form, enter the following features to the guest room voice terminal's feature buttons:
  - **dn-dst**

## Required Hardware

---

Speech Synthesizer circuit pack (TN725B) — The speech synthesizer circuit pack must be installed to allow guests to activate their own Do Not Disturb requests.

## **Emergency Access to the Attendant**

---

This feature provides a method for emergency calls to go to the attendant. These calls are generated in two ways:

- The guest knocks the handset off the telephone.
- The guest dials the Emergency Access to Attendant feature access code. This code must be provided to the guest.

A parameter is set for the time interval between a handset going “off-hook,” and the placement of an emergency call to the attendant. When the timer expires, the emergency call enters the emergency queue and is sent to the attendant console. When the call reaches the console, the loud emergency alerting tone is heard and the display shows the calling party ID and extension number. The display also shows the number of other emergency calls that may be waiting in queue. The tone heard by the attendant is different from any other console alerting tones and is fixed at a louder volume.

## **User Operation**

---

The user operation for guests needing to place an emergency call to the attendant is documented in *GuestWorks server Issue 3.0 Hospitality Operations*, (555-231-741).

The user operation for answering emergency calls at the attendant console is documented in *DEFINITY Business Communications System and GuestWorks server Issue 3.0 Console Quick Reference*, (555-231-735). You must instruct your staff how to process emergency calls properly.

## Administration

---

### change system-parameters feature

- On Page 3 of this form, enter a time value (1-3000 seconds) in the Time before Off-hook Alert field. This is the number of seconds before an emergency call goes to the attendant. This interval does not include the 10 seconds of dial tone a guest receives after going off-hook. The recommended value for this field is **10**.
- On Page 3 of this form, enter an extension number in the Emergency Access Redirection Extension field. This is a backup extension for receiving emergency calls destined for the attendant console.
- On Page 3 of this form, enter a value (0-25) in the Number of Emergency Calls Allowed in Attendant Queue field. This determines the number of emergency calls allowed in the attendant queue before calls are redirected to an emergency backup extension.

### change feature-access-codes

- On Page 1 of this form, add a feature access code for the Emergency Access to Attendant feature.

### change cos

- For all classes of service where you want the Emergency Access To Attendant feature available when the phone is left off-hook, enter **y** in the Off-hook Alert field.

#### ⇒ NOTE:

Some guests may not use the Do Not Disturb feature and simply take their guest room telephone off-hook when they do not want to be disturbed. If you have enabled the off-hook emergency alerting option, the front desk may be deluged by “false” emergency calls. You may want to limit access to the Emergency Access to Attendant feature by requiring guests to use the feature access code.

## Required Hardware

---

There is no special hardware required for this feature.

## Maid Status/Housekeeping Status

---

The Maid Status/Housekeeping Status feature records the status for up to six housekeeping codes. These status codes are usually entered by the housekeeping staff from the guest room or from a designated telephone, but they can also be updated by the front office personnel using the attendant console or a backup voice terminal. Six status codes can be used from guest rooms, and four status codes can be used from telephones that do not have the client room COS.

You must decide on a definition for each status code. For example, the definition for status code 1 could be "room being cleaned" and it might have a feature access code of \*31. Status code 2 could be "ready for inspection" and have a feature access code of \*32. If the room status is being reported from the designated telephone and not from the guest room, the feature access code for status code 1 might be #31 and status code 2 might be #32. When a housekeeping staff member updates the status, you can also record who updated the status by assigning identification codes for your personnel. After they update the current status, they can input their identification code. This is an administrable option.

On a server that has a PMS, this information is passed from the server to the PMS. Front desk personnel can then view this information on the PMS Terminal. If there is no PMS, room status is viewed by using the **Maid Status** button on the attendant console or backup voice terminal. You can also view this information through administration using the **list maintenance pms-down** command. If there is a log printer, this information is printed when the housekeeping staff updates the status.

## User Operation

---

The user operation for updating and viewing housekeeping status using the PMS is documented in the PMS documentation.

The user operation for updating housekeeping status from a guest room or at the attendant console is documented in *GuestWorks server Issue 3.0 Hospitality Operations*, (555-231-741). Examples of housekeeping status definitions and procedures for viewing housekeeping status are also included in this document.

## Administration

---

### **change system-parameters hospitality**

- On Page 1 of this form, enter an assignment in the Housekeeper Information Configuration field. If your server has no PMS or the housekeeping status is not controlled by the PMS, put **act-nopms** in this field. If the housekeeping status is controlled by the PMS, put **act-pms** in this field. The PMS vendor should be consulted concerning this setting.
- On Page 1 of this form, enter an assignment in the Number of Housekeeper ID Digits field. Set this field to **0** if you do not require your housekeeping staff to use a personal ID when updating room status. Set this field to a value from **1** to **6** if you do want them to use a personal ID. All ID codes must be the same length.
- On Page 3 of this form, enter a definition for each of the six room phone housekeeping states in the Definition for Rooms in State X field (x meaning 1 through 6). The status definitions can be up to 30 characters long. It is recommended that the first four definitions be the most important definitions because those can be used either from guest rooms or from designated telephones. When updating the maid status from a designated telephone, you can use only the first four codes.

### **change feature-access-codes**

- On Page 5 of this form, add feature access codes for each of the house-keeping status codes. There are six codes for housekeeping status from a guest room (client room) and four codes for housekeeping status from a designated telephone (station). When working with a PMS vendor, the feature access codes for the housekeeping status need to be coordinated. The PMS will determine the ASCII format that will equate to the feature access code.

### **Required Hardware**

---

There is no special hardware required for this feature.

### **Message Waiting Notification**

---

Guests are notified of waiting messages in two ways. Each guest room's telephone has a message waiting lamp that lights whenever the guest has any messages. For a visually impaired guest, a special stutter dial tone is heard by the guest when they pick up their handset if the guest has any messages. After the guests have retrieved their messages, by calling the voice messaging system or the front desk, the message waiting lamp is turned off automatically and regular dial tone is heard.

Message Waiting Notification is a hospitality feature similar to Leave Word Calling. Message Waiting Notification can be activated only for extensions that have a "client room" COS (see Page 40). The attendant uses the **MW Act** button to turn on a message waiting lamp, and the **MW Deac** button to turn off a message waiting lamp.

Messages can be left for guests when people call and leave messages in a voice mailbox or when they leave messages at the front desk. This section describes the feature known as Message Waiting Notification, which is done manually from the attendant console. See the voice messaging system description for more information about voice messaging.

 **NOTE:**

The Message Waiting Notification feature should be used only if you do not have an integrated voice messaging system (such as the Lucent INTUITY Lodging package). If you have a voice messaging system, all messages, even written messages left at the front desk, should be left as voice messages for your guests.

If there is a PMS, the PMS can activate and deactivate the message waiting lamps. If the message waiting lamp has been activated by Leave Word Calling or a voice messaging system, the PMS cannot turn off the guest's message waiting lamp. At check-out, the switch or the PMS deactivates the message waiting lamp.

## User Operation

---

The user operation for activating the message waiting lamp using the PMS is documented in the PMS documentation.

The user operation for activating the message waiting lamp from the attendant console or the backup voice terminal is documented in *GuestWorks server Issue 3.0 Hospitality Operations*, (555-231-741).

## Administration

---

### **change system-parameters hospitality**

- On Page 1 of this form, enter an assignment in the Message Waiting Configuration field. If you do not have a PMS, or the message waiting notifications are not controlled by the PMS, put **act-nopms** in this field. If the message waiting notifications are controlled by the PMS, put **act-pms** in this field. The PMS vendor should be consulted concerning this setting.

### **change attendant 1**

- On Page 2 of this form, add the following feature buttons:
  - **mwn-act**
  - **mwn-deact**

### **change station XXXX (XXXX is the extension number of a backup voice terminal)**

- Add the following feature buttons:
  - **mwn-act**
  - **mwn-deact**

### **change station XXXX (XXXX is the extension number of a visually impaired guest)**

- On Page 1 of this form, enter **y** in the Audible Message Waiting field.

## Required Hardware

---

There is no special hardware required for this feature.

## **Mixed Extension Numbering**

---



### **CAUTION:**

*Any changes made to your dial plan can cause service degradation and lost calls if not done correctly. Plan all numbering changes with caution.*

As an alternative to using prefixed extension numbers (discussed in the "Prefixed Extension Numbering" section), a mixed numbering plan will provide similar functionality. Mixed numbering allows you to use the same first digit for single-digit dialing, two-digit dialing, and three-, four-, and five-digit room number dialing.

The following table shows an example of a mixed numbering plan.

First Digit	Length (in digits)				
	1	2	3	4	5
1	Ext	Ext	Ext		
2	Ext	Ext	Ext		
3	Ext	Ext	Ext		
4	Ext	Ext	Ext		
5	Ext	Ext	Ext		
6	Ext	Ext	Ext		
7	Ext	Ext	Ext		
8	TAC				
9	FAC				
0	Atnd				
*		FAC			
#		FAC			

This example has the following dial plan:

- Single-digit access to the hotel attendant (0)
- Single-digit access to seven hotel services (extensions 1 through 7)
- Two-digit access to 70 hotel services (extensions 10 through 79)
- Guest room extensions on floors 1 through 7 (extensions 100 through 799)
- Toll calling access by dialing trunk access code (TAC) 8
- Local calling by dialing ARS feature access code (FAC) 9
- Two-digit FACs by dialing \* or # followed by a digit 0 to 9.

This dial plan allows for a 700-room hotel with rooms on floors 1 through 7. There can be up to 100 rooms on each floor with a three-digit dial plan. Hotel services such as "room service" or "bell captain" can be accessed by dialing a single digit. Other hotel services such as "reservations" could be accessed by dialing two digits.

When a mixed dial plan such as this is used, there will be an interdigit timeout before a single-digit or two-digit call is completed. The timeout can be administered from 3 to 9 seconds.

## User Operation

---

There is no special user operation required for this feature.

## Administration

---

### **change dialplan**

- This form determines how the communications server will process each call dialed in the server. For each first digit, you must specify whether it will be used to access an extension, a prefixed extension, a feature access code, a trunk access code, an attendant console, or remain unused. For each first digit, you also specify the number of digits the server should expect.

### **change system-parameters feature**

- On Page 5 of this form, enter a value for the Short Interdigit Timer field. This value (3 to 9 seconds) determines the maximum time between entering digits before the server times out and sends the dialed digits.

## **Required Hardware**

---

There is no special hardware required for this feature.

## Names Registration

---

Names Registration is used with a PMS that can operate in the Transparent Mode or ASCII Mode. Using the PMS terminal at check-in, the PMS records the guest information and sends the information to the GuestWorks server; at check-out, the guest's name is removed. Read the "Check-In/Check-Out" section for a complete description of what happens during the check-in and check-out processes.

The name information provided to the server by the PMS enables a higher level of customer service. Whenever a guest calls a hotel service (front desk, room service, housekeeping), the name of the caller is displayed and the call can be answered using the guest's name. Calls going to other guest rooms will not carry the name unless the guest room receiving the call is equipped with a digital display telephone. Without Names Registration, someone must manually enter the guest's name through server administration.

If changes are made in the guest information during the guest's stay, the server is updated as soon as the PMS is updated. You can also reserve a block of rooms in advance and add guest names later. An example where this works well is when the hotel is used by airline personnel. The hotel knows that guests are coming, but does not know names associated with the reservation. When the airline personnel arrive at the hotel, their names are added to the PMS and the server is updated automatically.

Only alphanumeric characters, commas, and spaces may be used in the name field when Integrated Directory is used. When the directory feature is not in use, the guest's name may be sent to the server using the above methods and may use periods. However, the periods will not be displayed. The formats for names are:

- Last Name, (comma) First Name (for example: Jones, Fred)
- Last Name, (comma) First Name, (space) Middle Initial>Title (for example: Jones, Fred Mr)
- Last Name only (for example: Jones)

## User Operation

---

There is no special user operation required for this feature.

## Administration

---

### **change system-parameters hospitality**

- On Page 1 of this form, enter **transparent** in the PMS Protocol Mode field. If the PMS is using the ASCII interface, enter a **y** in the ASCII mode? field.

### **change station XXXX (XXXX is the guest room number)**

- If you are not using the PMS Names Registration feature, you can input the names manually through server administration. Add the guest's name to the **Name** field on this form.

## Required Hardware

---

There is no special hardware required for this feature.

## Prefixed Extension Numbering

---



### CAUTION:

*Any changes made to your dial plan can cause service degradation and lost calls if not done correctly. Plan all numbering changes with caution.*

In the hospitality industry, prefixed extension numbers are frequently used to define specific groups of hotel rooms. A Prefixed Extension (PEXT) is made up of a prefix (a first digit) and an extension number with up to five digits. In a hospitality environment, the PEXT would be used to identify different floors. For example, extensions on floors 1 through 9 would be prefixed with a 7, while floors 10 through 30 would not have a prefix. Buildings adjacent to the main hotel could use a different prefix for identification of these buildings. Prefixing extension numbers is a method used to keep all guest room extension numbers the same length. In some hotels, it is used as a means to provide security, preventing people from using house phones and disturbing the guests.

When a decision is made to use prefixed extensions, care must be taken to insure that there are no dial plan conflicts (for example, a prefixed extension may not follow a trunk access code or an ARS feature access code).



### NOTE:

The PMS interface supports 3-, 4-, or 5-digit extensions, but be aware that prefixed extensions do not send the entire number across the interface. Only the assigned extension number is sent. Therefore, you should not use prefixed extensions for numbers that are also going to use the Insert/Delete Digit function.

Here is an example of a dial plan incorporating prefixed extensions and a mixed number plan, with an explanation of each entry. In the dial plan, prefixed extensions are designated as PEXT. When the prefixed number is dialed, the server will remove the prefix digit and use the remaining digits to complete the call. If the prefix digit is not dialed, the call will not complete, since the dialed digits do not match the dial plan.

First Digit	Length (in digits)				
	1	2	3	4	5
1		TAC			
2	Ext		¢	¢	
3	Ext		¢	¢	
4	Ext		¢	¢	
5			Ext	¢	
6	Ext		¢	PEXT	
7	Ext		¢	¢	PEXT
8	TAC				
9	FAC				
0	Atnd				
*		FAC			
#		FAC			

This example has the following dial plan:

- The prefixed extensions do not show up on the Dial Plan table; they are implied by their absence. The prefixed extensions in the example would be those indicated by the ¢ symbol.
- Single-digit access to the hotel attendant (0).
- Ten trunk access codes (TAC) beginning with the digit 1 (10 through 19).
- Single-digit access to five hotel/motel services using the digits 2, 3, 4, 6, and 7.

- Nonprefixed access to 100 possible extensions for hotel administration users (500 through 599).
- Prefixed room extensions — pattern 6xxx is for floors 1 through 9, and pattern 7xxxx is for floors 10 through the highest guest room floor. Extensions are numbered the same as the room: room 429 would be extension 6429, and room 1234 would be extension 71234.
- Toll calling access by dialing TAC 8.
- Local calling by dialing ARS FAC 9.
- Two-digit FACs beginning with \* and # followed by a digit from 0 to 9.

When using prefixed extension numbers, it is not necessary to include an entry for the "real" extension number in the dial plan. The server is able to complete a call using the prefixed extension number. When dialing 7345 (where 7 is the prefix), the communications server will ring extension 345.

When using a dial plan like the one above, which includes both prefixed and non-prefixed extensions, dialing 567 instead of 4567 will ring an administrative extension instead of a room.

The dialing delays, which may not be perceived by hotel guests, will occur when dialing 6 and 7. The server must wait for the 3- to 9-second interdigit timeout to expire before the call will be sent. The user can preempt the timer by pressing the # key after the number has been dialed.



### NOTE:

When using prefixed extensions, the extension that shows up on a display voice terminal does not show the prefix. The prefix will not show up on CDR reports. If extension number 3315 is prefixed with a 6 and the dial plan shows 3xxx for extensions, it is possible to dial either 3315 or 63315 to reach extension 3315. If the dial plan was changed to remove the entry for extensions in the 3xxx block, then 3315 could be reached only by dialing 63315.

## User Operation

---

There is no special user operation required for this feature.

## Administration

---

### change dialplan

- This form determines how the communications server will process each call dialed in the server. For each first digit, you must specify whether it will be used to access an extension, a prefixed extension, a feature access code, a trunk access code, an attendant console, or remain unused. For each first digit, you also specify the number of digits the server should expect.

### change system-parameters feature

- On Page 5 of this form, enter a value for the `Short Interdigit Timer` field. This value (3 to 9 seconds) determines the maximum time between entering digits before the server times out and sends the dialed digits.

## Required Hardware

---

There is no special hardware required for this feature.

## Property Management System (PMS) Interface

---

The PMS is a computer with a terminal used to input information. The computer is running software that interacts with the *GuestWorks server*. The PMS terminal is usually located at the front desk with the attendant console. This is where the clerk does the following:

- Checks a guest in and out
- Registers the guest's name
- Establishes any coverage criteria the guest requests
- Sets any controlled restrictions for the guest's phone
- Takes messages and turns on the message waiting lamp on the guest phone
- Changes or swaps the guest room
- Checks housekeeping status and room occupancy
- Verifies that the link to the PMS is operational.

The PMS and the communications server interact with each other to communicate all of this information. As information changes in the server, the PMS is updated; as information changes in the PMS, the server is updated. These changes are communicated in an ASCII format called a FRAME.

A PMS has three data link protocols: Normal Mode, Transparent Mode, and ASCII Mode. The *GuestWorks server* can operate in any of these modes. Normal Mode supports the following transactions:

- Check-in
- Check-out
- Message waiting activation/deactivation
- Housekeeping status
- Controlled restriction

- Status inquiry (checks on status of data link)
- Room data image (occupied/vacant, message waiting lamp status, controlled restriction level)
- Room change.

Transparent Mode or ASCII Mode can do all the Normal Mode transactions plus these additional transactions (shown in bold):

- Check-in **with guest name**
- **Guest information (in and out/change, guest name, coverage path)**
- Room data image (occupied/vacant, message waiting lamp status, controlled restriction level, **guest name, coverage path**)
- **Leave Word Calling (LWC) and voice messages can be used along with the Message Waiting Notification feature.**

The PMS cannot turn on or off LWC or voice messages. The LWC and voice message lamps are controlled by the server.

- Room change/**swap**
- **5-digit extensions.**

This section gives a basic overview of how the GuestWorks *server* interacts when connected to a PMS. For a more detailed description of the PMS interface, see the *DEFINITY Enterprise Communications Server (ECS), GuestWorks server, and System 75 PBX Property Management System Interface Specifications*, (555-231-601). All approved PMS products must adhere to this specification. The document establishes the standard code so the server and PMS can communicate.

### User Operation

---

The user operation for the PMS features is documented in the PMS documentation.

The user operation for activating the PMS features from the attendant console or backup voice terminal is documented in *DEFINITY Business Communications System and GuestWorks server Issue 3.0 Console Quick Reference*, (555-231-735) and in *GuestWorks server Issue 3.0 Hospitality Operations*, (555-231-741).

The following table summarizes how the hospitality features are activated when you use only the communications server and when you use the PMS:

Feature	Server Only	With PMS
Automatic Wakeup	Activated via console button	N/A
Call Coverage	Activated via administration with TERRANOVA ECS Administration	Activated via PMS terminal Transparent or ASCII Mode
Check-in Check-out	Activated via console button	Activated via PMS terminal Normal, Transparent, or ASCII Mode
Controlled Restrictions	Activated via console button	Activated via PMS terminal Normal, Transparent, or ASCII Mode
Do Not Disturb	Activated via console button	Activated via PMS terminal Normal, Transparent, or ASCII Mode
Emergency Access to Attendant	Activated by guest action	N/A
Maid Status	Activated via console button	Activated via PMS terminal Normal, Transparent, or ASCII Mode

Feature	Server Only	With PMS
Message Waiting Notification	Activated via console button	Activated via PMS terminal Normal, Transparent, or ASCII Mode
Names Registration	Activated via administration with TERRANOVA ECS Administration	Activated via PMS terminal Transparent or ASCII Mode
Room Change/Swap and Guest Information Input/Change	Activated via administration with TERRANOVA ECS Administration	Activated via PMS terminal Normal, Transparent, or ASCII Mode
Room Occupancy	Activated via console button	Activated via PMS terminal Normal, Transparent, or ASCII Mode

Even though you can do most operations from the attendant console, it is recommended that you do as much as possible from the PMS terminal. This provides for better hotel operations.

## **Administration**

---

This section shows the administration required for the PMS link. Any administration related to PMS features is shown in the descriptions for each feature. The administration for the link data module is found in the *GuestWorks server Issue 3.0 Technicians Handbook*, (555-231-105).

### **change cos**

- Use this form to enable Client Room for the guest room COS and Console Permissions for the attendant console and backup voice terminals COS.

### change system-parameters hospitality

- On Page 1 of this form, administer the following fields:

- Extension of PMS

This is the extension number assigned to the data port where the PMS is connected to the communications server. The PMS is an asynchronous device connected to the server by a digital port and a data module.

- PMS Protocol Mode

Enter **Normal** or **Transparent** to identify the mode of the message protocol and the message set used between the communications server and the PMS. Consult the PMS vendor about this setting.

- ASCII mode?

If the Transparent Mode is enabled, enter **y** to enable the ASCII message set protocol mode.

- Seconds before PMS Link Idle Timeout

Enter the idle time in seconds (5 to 20) that the server waits before concluding that the PMS is not sending data across the link. The recommended setting is **20**, and it should always be longer than the PMS Link Acknowledgment Timer, but consult the PMS vendor about this setting.

- Milliseconds before PMS Link Acknowledgment Timeout

Enter the time in milliseconds (100 to 20000) that the server waits for an acknowledgment from the PMS indicating it correctly received a message. The recommended setting is **300** if operating in the Normal Mode, and **500** if operating in the Transparent Mode or ASCII Mode. Consult the PMS vendor about this setting.

- PMS Link Maximum Retransmissions

Enter the number of times (1 to 5) that the server will retransmit a message in response to a negative acknowledgment, or send an inquiry for an acknowledgment from the PMS for a message before giving up on the message transmission. The recommended setting is **5**. Consult the PMS vendor about this setting.

- PMS Link Maximum Retransmission Requests

Enter the number of times (1 to 5) that the switch will request the PMS to retransmit a message. The recommended setting is **5**. Consult the PMS vendor about this setting.

- Take Down Link for Lost Messages

Enter **y** to cause the server to take the PMS link down if a message is sent and rejected for the number of times specified in the PMS Link Maximum Retransmissions field. An **n** in this field causes the server to leave the PMS link up, but the PMS will stop trying to send the message. Careful monitoring of the PMS log is recommended when set to **n**. The recommended setting is **y**.

The database swap between the server and the PMS may not be complete if they are out of synchronization. Choosing to disable the link allows the PMS to function with partially correct data. Taking down the link forces a database swap. The reason why the server and the PMS are out of synchronization must be determined and corrected.

## Required Hardware

---

The PMS interfaces to the communications server through a data module (8400B plus or 7400A) connected to a digital port (TN2214 or TN754B). Unless otherwise instructed by the PMS vendor, set the data module speed at 9600 bps for Transparent Mode or ASCII Mode and 1200 bps for Normal Mode.

## Recorded Announcements

---

The Recorded Announcements feature allows you to create several different recorded announcements for wakeup calls and Direct Access Calling procedures. For example, you may want to have different messages for different times of day. For early morning wakeup calls, you can advertise breakfast at your coffee shop. For afternoon wakeup calls, you can advertise dinner at your restaurant. These announcements are recorded using the integrated announcement circuit pack (TN750C) and are assigned manually to wakeup calls when the wakeup calls are scheduled using the attendant console or a backup voice terminal.

Another example of this feature is if you want to announce special events at the hotel or the dinner menu at the restaurant, you can create a fixed set of recorded announcements that you can change as needed. You can publish those announcement numbers in your "directory of guest services." Guests can dial the announcement numbers from their rooms to hear the recorded information.

If you have a speech synthesizer circuit pack (TN725B), wakeup call announcements are generated from this circuit pack when guests create their own wakeup calls. These messages are fixed in content and cannot be changed.

### User Operation

You can verify the proper operation and content of the wakeup announcements. The operation is different for the integrated announcements circuit pack and the speech synthesizer circuit pack.

For the integrated announcement circuit pack (TN750C), do the following:

1. Go off-hook at a voice terminal and dial the Announcement feature access code \_\_\_\_\_.
2. Dial the extension number of the announcement you need to record.

3. Press ① and record after the tone. Hang up, press **Drop**, or press the switchhook when finished.
4. Dial the extension number of the announcement you just recorded.
5. Listen to the recording. If you need to re-record the message, repeat Steps 1 through 3.
6. If the message is satisfactory, hang up and repeat Steps 1 through 3 to record the rest of the messages.

The integrated announcements circuit pack has the following recording time limit based on the sampling rate used:

- 8 minutes, 32 seconds at 16 KHz
- 4 minutes, 16 seconds at 32 KHz
- 2 minutes, 8 seconds at 64 KHz.

For the speech synthesizer circuit pack (TN725B), do the following:

1. At a voice terminal, dial the Verify Wakeup Announcements feature access code \_\_\_\_\_.
  2. Dial 1 or 2.
    - Listen to the announcement. There may be a short delay before you hear the announcement.
3. If the wakeup announcement is absent, distorted, inaudible, or defective in any way, follow local procedures to correct the problem.

## Administration

---

### **change feature-access-codes**

- Use this form to add the Announcement and Verify Wakeup Announcement feature access codes.

### change announcements

- Use this form to assign extension numbers that are used to represent recorded announcement numbers.

### change system-parameters hospitality

- On Page 2 of this form, enter one of the following values in the Announcement Type field to control the type of announcement used for wakeup calls:
  - **external** — This is entered when an auxiliary trunk circuit pack is used to interface to other recorded announcement equipment, such as the Audichron announcements. If you use this equipment type, the Auxiliary Board for Announcement field displays and you must enter the equipment location for that circuit pack. Assign all four ports for this recorded announcement type.
  - **mult-integ** — This is entered when a TN750C is being used for recorded announcements. If you use this equipment type, the Default Announcement Extension field displays and you must enter an announcement number. Once you have created some announcements, put the default announcement number in this field. All announcements must be administered on the Recorded Announcement form.
  - **music-on-hold** — This is entered when you are using a music-on-hold device that interfaces to the communications server.
  - **silence** — This is entered when you have no recorded announcement circuit packs or announcement equipment.
  - **voice-synthesis** — This is entered when a TN725B is being used for recorded announcements. (This circuit pack is also used by guests to create their own wakeup calls and Do Not Disturb requests.) If you use this equipment type, two Announcement Ports fields display and you must enter two of the four announcement port equipment locations of the TN725B.

- On Page 2 of this form, enter an extension in the Routing Extension on Unavailable Voice Synthesis field. This is the extension number where you route calls when the speech synthesizer circuit pack is busy or out of order. Put the attendant's extension or the extension of a backup voice terminal in this field since the attendant or backup voice terminal user can input wakeup calls and Do Not Disturb requests manually.
- On Page 2 of this form, enter a time value in the Length of Time to Remain Connected to Announcement field. This is the amount of time someone can listen to a wakeup announcement before the line is dropped. Enter a value from 0 to 300 seconds. If you have a limited number of speech synthesizer circuit cards, these calls should be limited to **10** seconds. Some wakeup calls may not be completed on time if you allow guests to listen to wakeup announcements for longer than 10 seconds.

### **list integrated-annc-boards**

- Use this command to display a list of all active announcement extensions, the length of each message, and the amount of recording time available.

## Required Hardware

---

The server supports the following announcement circuit packs:

- Integrated Announcement circuit pack (TN750C) — The announcement circuit pack is used to provide automatic wakeup messages and call prompts for the Direct Access Calling feature. The use of the announcement circuit pack gives the hotel management the flexibility to make changes to their wakeup announcements, add announcements when needed, and deliver wakeup messages in the language of a foreign guest.
- Speech Synthesizer circuit pack (TN725B) — The speech synthesizer circuit pack must be installed to allow guests to create their own wakeup calls.

## **Room Change/Swap**

---

It often happens that guests wish to change rooms after they have already checked-in to the hotel. The Room Change/Swap feature allows you to easily move all of the guest's information from one room to another vacant room. When this is done, their Automatic Wakeup requests, Do Not Disturb requests, and voice messages are moved with them to their new room. This feature is provided solely by the PMS and cannot be done efficiently from the communications server.

### **User Operation**

---

The user operation for moving guests from room to room using the PMS is documented in the PMS documentation.

If you do not have a PMS, or if the PMS link is down, you can move guests by checking them out of one room and checking them into another room. This, however, does not save any guest information such as their wakeup calls, Do Not Disturb end times, or their voice messages.

### **Administration**

---

There is no special administration required for this feature.

### **Required Hardware**

---

There is no special hardware required for this feature.

## Room Occupancy

---

The Room Occupancy feature enables the attendant console to display the current occupancy status of rooms. The Room Occupancy feature provides information on guest room availability without the requirement for a PMS.

When the **Occupied Rooms** button on the attendant console is pressed, the console displays a message indicating that it is in the occupied room mode. The DXS selector console lamps are on for all rooms that are occupied (that is, checked in) and stay unlit for all rooms that are vacant (that is, checked out). The hundreds group buttons can be pressed to cycle through the extensions of the guest rooms. The occupancy status normally updates as guests are checked in and checked out. While the console is in the occupied rooms mode, it updates lamps for any rooms as status changes. While in the occupied room mode, the console can still use the DXS to place calls to guest rooms.

## User Operation

---

The user operation for checking room occupancy using the PMS is documented in the PMS documentation.

The user operation for checking room occupancy using the attendant console is documented in *GuestWorks server Issue 3.0 Hospitality Operations*, (555-231-741).

## Administration

---

### **change attendant 1**

- On Page 2 of this form, add the **occ-rooms** feature button.

### **change station XXXX** (XXXX is the extension number of a backup voice terminal)

- Add the **occ-rooms** feature button.

## **Required Hardware**

---

There is no special hardware required for this feature.

## **Server/INTUITY/PMS Link Integration**

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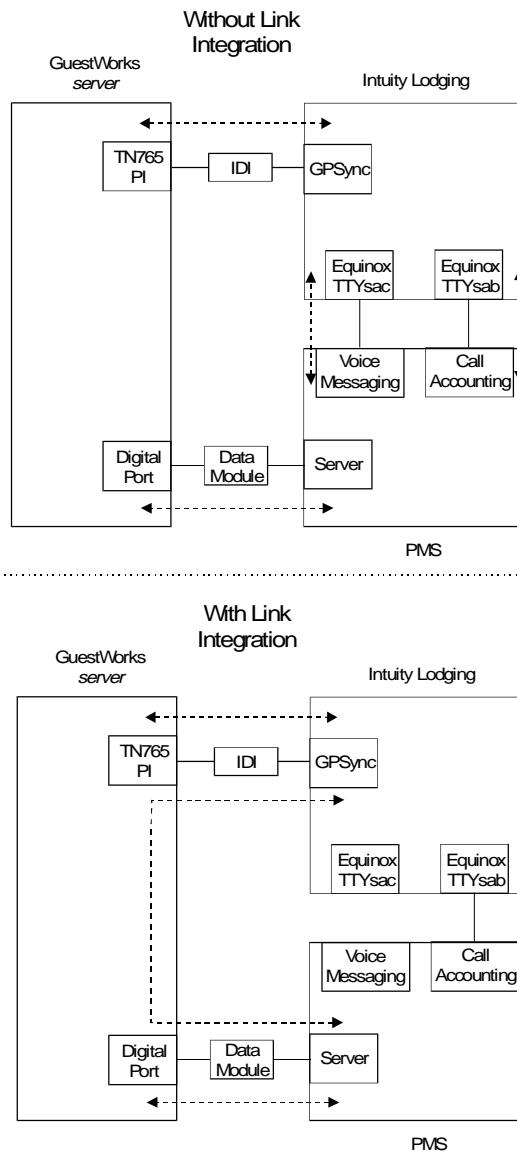
In an integrated solution where a hotel has the GuestWorks *server*, the Lucent INTUITY Lodging voice messaging, and a PMS, data is exchanged between all three components to update guest information, enable voice messaging, add calling restrictions, and so on. Traditionally, three physical links are required to transmit these messages between each system.

With enhanced link software on the GuestWorks *server* (software Issue 2.0 or later) and updated software on the Lucent INTUITY Lodging system (Lucent INTUITY Lodging Issue 1.1 or later), you can remove the link used for exchanging voice mail updates between the Lucent INTUITY and the PMS. Guest information, such as check-in and check-out data that activates and deactivates guest room voice mailboxes, is sent from the PMS, through the server, and then to the Lucent INTUITY Lodging system.

 **NOTE:**

When using the Lucent INTUITY Lodging Call Accounting feature that co-resides on the Lucent INTUITY platform, the call accounting link between the Lucent INTUITY and the PMS *must* remain in place. The Server/INTUITY/PMS Link Integration enhancement does not exchange call detail records between the server and the PMS.

## Server/INTUITY/PMS Link Integration



There are several advantages in using the integrated link through the server:

- The solution is more reliable; with one less physical connection, there is less chance for loss of data because of faulty hardware.
- If the server-to-INTUITY link is down but the server-to-PMS link is up, the server maintains a buffer that contains the 100 most-recent PMS transactions, and updates the Lucent INTUITY as soon as the server-to-INTUITY link is back up.
- The solution is less expensive because you use one less port on the PMS and the Lucent INTUITY in addition to the cables used to make the connection.
- The PMS vendors do not need to write new code to support the message set between the PMS and the Lucent INTUITY; they can use the existing message set that communicates with the server.

Using this new link, the following administrative messages used for guest room mailbox activation/deactivation are sent between the PMS and the Lucent INTUITY through the server. These messages are documented in the *INTUITY™ Lodging Property Management System Specifications*, (585-310-234).

- Check-In
- Check-Out
- Room Data Image (Database Synchronization)
- Modify (Guest Information)
- Add/Remove Text/FAX Notification Message (Message Waiting)
- Transfer/Merge Mailbox (Room Change/Swap).

The following is a list of the INTUITY-to-PMS messages that are not supported with this integrated link. If your solution needs any of these messages, you must install the standard INTUITY-to-PMS link.

- Delete Extension
- Display Mailbox
- Purge Old Mailbox
- Activate Old Mailbox
- Display Old Mailbox
- Swap Mailbox
- Display Suite
- Create/Modify Suite
- Delete Suite
- Voice Message Notification
- Link Status Inquiry Management
- PBX Link Restart
- Display Group List
- Create/Modify Group List
- Delete Group List.

## **User Operation**

---

There is no special user operation required for this feature.

### Administration

---

#### **change system-parameters hospitality**

- On Page 1 of this form, enter **y** in the Forward PMS Message to Intuity Lodging field and **transparent** in the PMS Protocol Mode field.

#### **change communication-interface processor-channels**

- On Page 4 of this form, administer processor interface channel 59 to the **audix** application with the Machine-ID field equal to 1.

### Required Hardware

---

There is no special hardware required for this feature. However, if you upgrade your existing GuestWorks *server* with this new feature, you must disconnect the voice messaging link between the Lucent INTUITY and the PMS.

### Required Software

---

To take advantage of this new feature, the PMS software may need to be upgraded to be compatible. Contact your PMS vendor and request that they verify that their software complies with the *DEFINITY Enterprise Communications Server (ECS), GuestWorks server, and System 75 PBX Property Management System Interface Specifications*, (555-231-601).

The Lucent INTUITY software must be at least Issue 1.1 and the GuestWorks *server* must be at least Issue 2.0.

## **Terminal Translation Initialization**

---

The Terminal Translation Initialization (TTI) feature allows you to temporarily add phones to conference rooms and other facilities where phone jacks have been installed, but are not used for full-time telephone service. This ensures security and increases profits for telephones used in unmonitored hotel areas. Telephones can be added as you need them and then disabled after your guests are finished with them. No one without the proper information can activate an outlet and take telephone service from the hotel without being charged.

### **User Operation**

---

#### **Activating a TTI Port**

1. Connect a telephone to the wall jack. The telephone must match the port equipment type.
  - You hear dial tone.
2. Dial the TTI Activation feature access code \_\_\_\_\_.
  - You hear another dial tone.
3. Dial the security code \_\_\_\_\_.
  - You hear another dial tone.
4. Dial the extension number being used for the telephone.
  - You hear confirmation tone if the change was accepted.
5. Hang up the phone. The telephone is now ready for use.

#### **Deactivating a TTI Port**

1. At the telephone you want to take out of service, dial the TTI Deactivation feature access code \_\_\_\_\_.
  - You hear dial tone.

2. Dial the security code \_\_\_\_\_.
  - You hear another dial tone.
3. Dial the extension number being used for that telephone.
  - You hear confirmation tone if the change was accepted.
4. Disconnect the telephone from the wall jack.

## Administration

---

### **change system-parameters customer-options**

- Enter **y** in the Terminal Trans. Init. (TTI) field to enable the TTI feature for the server. This option defaults to **y**, and can be changed only by Lucent Technologies personnel.

### **change feature-access-codes**

- On Page 3 of this form, add a feature access code for merging and separating a TTI port.

### **change system-parameters feature**

- On Page 2 of this form, enter **y** in the TTI Enable field. When this field is enabled, the TTI State field displays the current TTI status. The possible values include **voice**, **data**, **suspend**, and **resume**.
- On Page 2 of this form, add a TTI security code in the TTI Security Code field. The security code can be from 1 to 7 digits.



### **SECURITY ALERT:**

*Always use a 7-digit security code for the best security against hacking. Always use random digits, never repetitive or sequential. Never give out the security code to unauthorized personnel. Change the code at least every 90 days.*

## Required Hardware

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The port type used for the TTI activation must match the type of telephone installed at that location. Incompatible equipment will not operate.

## Trunk Identification

---

The Trunk Identification feature allows you to use the attendant console or a backup voice terminal to identify a specific trunk being used on any trunk call, incoming or outgoing. This can help you find faulty or noisy trunks so you can report them to your local telephone company, thus providing better service to your guests.

## User Operation

---

The user operation for Trunk Identification is documented in *DEFINITY Business Communications System and GuestWorks server Issue 3.0 Console Quick Reference*, (555-231-735).

## Administration

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### change attendant 1

- On Page 2 of this form, add the **trk-id** feature button.

## Required Hardware

---

There is no special hardware required for this feature.

## **Voice Messaging**

---

The GuestWorks server is compatible with many voice messaging systems and supports standard voice messaging interfaces. The recommended GuestWorks server messaging solution is based on the Lucent INTUITY Lodging package. This Lucent INTUITY offering uses Lucent INTUITY Lodging for the guest rooms and Lucent INTUITY AUDIX for the office staff voice terminal users. This platform also supports the Lucent INTUITY Lodging Call Accounting. The guest and administrative message system provides the following features:

- Message waiting lamp control
- Multiple mailbox support per room
- Dial through to attendant at any time
- Remote access to messages
- FAX messaging for guests and hotel staff
- Automatic opening/closing of guest mailboxes at check-in/check-out
- 24-hour storage of undeleted and unaccessed messages after check-out
- Do Not Disturb calls routed directly to mailboxes
- Group lists to notify guests of special events for their groups
- Broadcast messages to office staff.

## **User Operation**

---

The user operation for office staff is documented in the Lucent INTUITY AUDIX documentation set.

The user operation for guest access and message retrieval is documented in *GuestWorks server Issue 3.0 Hospitality Operations*, (555-231-741).

## Administration

---

The administration shown here is for the Lucent INTUITY Lodging product but will also be used for other voice messaging systems. A group of extension numbers must be reserved as voice messaging ports. These numbers cannot be used for anything else.

### **SECURITY ALERT:**

*Always restrict the voice port COR to Outward Restriction and use an FRL of 0 to prevent unauthorized calls from being made using the voice messaging system.*

**add station XXXX** (XXXX is the first voice port used in the voice messaging hunt group)

- Use this form to add the first voice messaging port. Administer the port as a model 2500 telephone to a port on the TN791 circuit pack. Enter **AUDIX 1** in the Name field, and enter **y** in the Switchhook Flash and Adjunct Supervision field.

**duplicate station XXXX** (XXXX is the first voice port used in the voice messaging hunt group)

- Use this form to add the rest of the voice messaging ports. After you issue the command, a duplicate of the first voice port displays, and you need to change the values in the Extension and Name fields. For example, your voice port extensions could be 501, 502, 503, and so on; extension 501 is named AUDIX 1, 502 is named AUDIX 2, and so on.

### **add hunt-group XX (XX is the hunt group)**

- On Page 1 of this form, add information in the following fields:
  - Group Name — this name is used on other forms, so make it unique
  - Queue — enter **y**
  - Group Extension — this is the telephone number guests and employees use to access their messages; you will have one number for guest access and one number for employee access
  - Group Type — enter **ucd**
  - COR — enter a COR number
  - Queue Length — enter the total number of voice ports
- On Page 2 of this form, add information in the following fields:
  - Message Center — enter **audix**
  - LWC Reception — enter **audix**
- On Page 3 of this form, add each voice port extension and name. You must specify the maximum number of hunt group members and the range of numbers.

### **add data-module XXXX (XXXX is the data interface extension number used to connect the voice messaging data link to the server)**

- On this form, add information in the following fields:
  - Type — enter **procr-intf**
  - Physical Channel — enter **01**
  - Name — enter **audix**
  - COS — enter a COS number
  - COR — enter a COR number
  - Maintenance Extension — enter an extension to use for maintenance testing

### change communication-interface links

- On this form, add information for Link 1 in the following fields:
  - Enable — enter **y**
  - Est Conn — enter **y**
  - PI Ext — enter the processor interface extension number
  - Prot — enter **BX25**
  - Destination Digits — enter **eia**
  - DTE/DCE — enter **DTE**
  - Identification — enter **audix**
  - Clocking — enter **internal**

### change communication-interface processor-channels

- On Page 4 of this form, add information for Processor Channel 59 in the following fields:
  - Appl — enter **audix**
  - Interface Link — enter **1**
  - Interface Chan — enter **1**
  - Priority — enter **h**
  - Remote Proc Chan — enter **1**
  - Machine-ID — enter **1**

## Required Hardware

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The voice ports of the voice messaging system connect to the server using the TN791 analog circuit pack. The data link from the voice messaging system connects to the server on the Processor Interface (PI) port (TN765).

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## Hardware Descriptions

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The GuestWorks *server* solution consists of the following equipment:

- GuestWorks *server*
- TN2214 digital line circuit pack
- TN2215 analog line circuit pack
- TN791 guest line circuit pack
- TN796B processor
- Attendant console
- Voice terminals
- Recorded announcement equipment
- Administration Terminal
- Printers
- Property Management System (PMS) (optional)
- Voice messaging system (optional)
- Call Accounting system (optional).

## **GuestWorks *server***

---

The GuestWorks *server* is available on two hardware platforms:

- The compact single carrier cabinet (CSCC) product which supports hotels needing 50 to 100 lines
- The single cabinet carrier (SCC) product which supports hotels needing 100 to 500 lines.

The circuit packs are the same for either platform, and all connections between the platforms and the adjuncts (Lucent INTUITY and PMS) remain the same. For the customer, this change is transparent and only affects technicians.

 **NOTE:**

The CSCC is also known as the very small (VS) cabinet. When the CSCC is used with GuestWorks, it is also known as the Extended Stay (ES) cabinet.

### **CSCC Hardware**

---

The CSCC design consists of a single circuit pack carrier installed in a small case. Each cabinet has vertical slots that hold circuit packs. This one carrier houses both the processor circuit packs and the port circuit packs. A blank faceplate covers each unused slot.

Two screw-type latches, located on either end of the cabinet, secure the end caps to the cabinet. Turning the screw counterclockwise loosens the latch and releases the end caps. Removing the end caps gives you access to the circuit packs and the interface connectors. The cabinet can be placed on a desk or on a shelf.

## SCC Hardware

---

The SCC design consists of a single circuit pack carrier installed in a small cabinet. A maximum of four single-carrier cabinets can be stacked on top of each other. Each cabinet has vertical slots that hold circuit packs. A blank faceplate covers each unused slot.

There are two different cabinets used to support the SCC offer:

- Basic control cabinet (J58890L)
- Port cabinet (J58890H).

Each stack of single-carrier cabinets requires at least one basic control cabinet. There is a maximum of three port cabinets per stack. The positions of the stacked cabinets are labeled from "A" through "D." The position of the basic control cabinet is always labeled ``A.'' Additional port cabinet positions are labeled ``B,'' ``C,'' and ``D,'' sequentially, as required.

A screw-type latch, located below the identification stripe, secures the front door to the cabinet. Turning the screw counterclockwise loosens the latch and releases the door. The cabinet can be secured to the floor, which is required for earthquake protection, using adapter brackets. Cabinet clips in the front of the cabinets connect the cabinets together. At the back of the cabinets, a ground plate connected between cabinets provides ground integrity.

## TN2214 — Digital Line (24-Port)

---

The TN2214 digital line circuit pack is designed for use with 2-wire digital communications protocol (DCP) voice terminals. The TN2214 supports either A-Law or Mu-Law companding (as selected by software), and operates with the following voice terminals and adjuncts:

- 302B and 302C attendant console
- 603E Callmaster voice terminal
- 8400B+ data module

- 8403B voice terminal
- 8410B/D voice terminal
- 8411B/D voice terminal
- 8434DX voice terminal
- 9403B voice terminal (not supported in the United States)
- 9410B/D voice terminal (not supported in the United States)
- 9434D voice terminal (not supported in the United States).

The distance limit for 8400-series voice terminals using the TN2214 is 3500 feet (1066 m).

## **TN2215 — Analog Line (16-Port)**

---

The TN2215 analog line circuit pack is designed for use globally with any standard analog telephone. The TN2215 has the following characteristics:

- Supports installations in Australia, Belgium, China, France, Germany, Italy, The Netherlands, Spain, and the United Kingdom. For North American installations, the TN791 should be used.
- 16 ports
- Supports LED Message Waiting indicators
- Supports selectable ringing cadence
- Supports balanced ringing (when configured for France with the TN2202 Ring Generator)
- Supports selectable impedance and gain for various country requirements
- Feed voltage of -48V
- Supports hard bridging
- Supports station adjuncts

- Secondary lightning protection
- Same premises, out-of-building support
- Supports the 500-type, 2500-type, 7100-series, 8102-type, and 8110-type telephones

The distance limit for the 500-type, 2500-type, and 7102A telephones is 20,000 feet (6096 m). The distance limit for the 7101A and 7103A telephones is 15,200 feet (4633 m). The distance limit for the 8100-series telephones and the 9100-series telephones (not supported in the United States) is 12,000 feet (3657 m). All distances are with 24-gauge wire.

- Ringer load of 3
- Supports simultaneous ringing on 8 ports.

The TN2215 allows ringing on four ports of each half of the circuit pack for a maximum of eight simultaneous ports ringing. A user attempting to ring one half of the circuit pack when all four ports are busy receives a busy tone.

## **TN791 — Guest Line (16-Port)**

---

The TN791 analog line circuit pack (labeled Guest Line) is intended for use with analog telephone connections. The TN791 contains the circuitry to support many types of analog telephones, including most telephones used today in sites that have neon or LED message lamps. The TN791 has the following characteristics:

- 16 ports
- Supports neon and LED Message Waiting indicators
- Feed voltage of -48V
- Supports A-law and Mu-law companding and administrable timers
- Supports queue warning level lamps and paging system circuits
- Supports hard bridging

- Supports station adjuncts
- Secondary lightning protection
- Same premises, out-of-building support
- Supports the 500-type, 2500-type, 7100-series, 8102-type, and 8110-type telephones

The distance limit for the 500-type, 2500-type, and 7102A telephones is 20,000 feet (6096 m). The distance limit for the 7101A and 7103A telephones is 15,200 feet (4633 m). The distance limit for the 8100-series telephones and the 9100-series telephones (not supported in the United States) is 12,000 feet (3657 m). All distances are with 24-gauge wire.

- Ringer load of 3
- Supports simultaneous ringing on 8 ports.

The TN791 allows ringing on four ports of each half of the circuit pack for a maximum of eight simultaneous ports ringing. A user attempting to ring one half of the circuit pack when all four ports are busy receives a busy tone.

## **TN796B — Processor**

---

The TN796B Processor circuit pack manages the system and executes stored programs to perform call processing and maintenance. The TN796B contains a 16 MHz 386SX Intel central processing unit, 7 Mbytes of flash read-only memory for the system program, 4 Mbytes of random access memory for customer translations, and an 80188 MTP. The MTP contains field upgradable 32 Kbytes of random access memory, 64 Kbytes of flash read-only memory, a 1200/2400 bps modem, three serial ports, and the emergency transfer and power management functions.

The TN796B is identical in function to the TN786B Processor circuit pack except the CPP1 Memory circuit pack is not used.

## Attendant Console

---

The GuestWorks *server* solution provides one Lucent Technologies Model 302B or 302C attendant console per site for use at the front desk. The server supports more than one attendant console, but most attendant console procedures can be done from a backup voice terminal.

## Voice Terminals

---

The GuestWorks *server* solution supports many Lucent Technologies telephones, but the following are the recommended models:

- Teledex analog guest room telephones
- Model 8101
- Model 8102
- Model 8403
- Model 8410
- Model 8434
- Transtalk.

### Teledex Telephones

---

The Teledex Diamond Series is the recommended guest room telephone. These Teledex sets come with either neon or LED message waiting lamps, feature buttons for direct access to hotel services, and a data/FAX port.

### Model 8101

---

The Model 8101 is a basic analog telephone that is designed for use in lobbies and common areas in the hotel.

## **Model 8102**

---

The Model 8102 is similar to the 8101, but has 10 locally-programmed feature buttons. The buttons can be programmed to access specific locations in the hotel so guests do not have to remember extension numbers.

## **Model 8403**

---

The Model 8403 is a digital multiappearance voice terminal. It has three call appearances and 12 programmable feature buttons.

## **Model 8410**

---

The Model 8410 is a digital multiappearance voice terminal. It has ten call appearance/feature buttons. Using the 2-line, 24-character display, you can access 12 features through the use of menus and soft keys. This is one of the voice terminals recommended for the Attendant Backup feature.

## **Model 8434**

---

The Model 8434 is a digital multiappearance voice terminal. It has 24 call appearance/feature buttons. Using the 2-line, 40-character display, you can access 15 features through the use of menus and soft keys. This is one of the voice terminals recommended for the Attendant Backup feature.

## **Transtalk**

---

The Transtalk 9030P is a 900 MHz telephone that interfaces to the server using a hybrid circuit pack (TN762B). It has 12 buttons that can be assigned as call appearances or feature buttons.

## **Recorded Announcement Equipment**

---

The recorded announcement equipment provides wakeup announcements for guest rooms. The following equipment may be used:

- TN750C integrated announcement circuit pack
- TN725B speech synthesizer circuit pack
- Audichron recorded announcements
- Music-on-hold equipment.

You must define which recorded announcements are used on your server. See the Recorded Announcements feature description on Page 83.

## **Administration Terminal**

---

To make changes for the server administration, you must use either an SAT or a PC with the TERRANOVA ECS Administration software. The SAT is an option terminal that connects directly to the server. The TERRANOVA ECS Administration software comes with every server and can be installed on your PC. You can then connect a COM port from your PC to the server and access the server for administration.

## Printers

---

Printers used with the server must have a serial interface. Some Lucent Technologies printers that operate with GuestWorks include:

- Model 470
- Model 475
- Model 572 (for journal/schedule reports only)
- Model 573
- Model 5310
- Model 5320.

There are several ways printers can be connected and used with the GuestWorks server:

- SAT printer — This printer connects to the back of the SAT, and is used to print out SAT screens
- System printer — This printer connects to a digital port; it is enabled on the **change system-parameters feature** screen, and cannot be used as a “journal” printer
- Journal printer — This printer connects to a digital port; it is enabled on the **change system-parameters hospitality** screen, and can be also used as the “log” printer
- Log printer — This printer connects to a digital port; it is enabled on the **change system-parameters hospitality** screen, and can be also used as the “journal” printer.

## **Property Management System**

---

The PMS hardware is provided by vendors that have produced equipment that conforms to the *DEFINITY Enterprise Communications Server (ECS), Guest-Works server, and System 75 PBX Property Management System Interface Specifications*, (555-231-601). The following is a list of vendors that manufacture PMS equipment compatible with the GuestWorks *server*.

- Communications Decisions Technology (CDT)
- Computerized Lodging Systems (CLS)
- DATA - DPS
- Doubletree MIS
- ECCO/ECI-UX-GEAC
- Embassy/Excaliber
- Encore
- Fidelio Software
- Hargis-Flagler (LMS)
- HIS
- HMS (Sultus Group)
- Hyatt (Encore-like)
- Lodging and Gaming Systems
- Lodgistics (Sultus Hospitality)
- Marriott
- Multi Systems
- Northwind (Dehan)
- Resort Computer Corporation
- Springer-Miller Systems.

## **Voice Messaging and Call Accounting System**

---

The GuestWorks *server* integrated solution uses the Lucent INTUITY Lodging Voice Messaging and Lucent INTUITY Lodging Call Accounting. These applications are supported on the Lucent INTUITY MAP/5 platform.

---

## Reports

---

This section gives examples of administration reports you can display on the administration terminal or print on the Log Printer or the Journal/Schedule Printer.

### Administration Reports

---

Whether using a SAT or the TERRANOVA ECS Administration software terminal emulator on a PC, you can view the following reports:

Command	Description
list pms-down	Shows server activity and housekeeping status even when there is no PMS link; this can be used to help diagnose communication errors
list do-not-disturb station	Shows all current Do Not Disturb requests for stations
list do-not-disturb group	Shows all current Do Not Disturb requests for groups
list wakeup incomplete	Shows all failed wakeups over the last 24 hours
list wakeup requests	Shows all current wakeup requests
list wakeup station XXXX	Shows an audit of wakeup call activity for station XXXX
list emergency	Shows a history of emergency calls

Command	Description
list direct-access number	Displays the Direct Access Calling extension numbers
list direct-access procedure	Displays the Direct Access Calling procedures
list integrated-annc-boards	Displays the integrated announcement circuit pack extension assignments
status station XXXX	Shows the current status of a station XXXX

The following screens show examples of the reports you can view.

```
list pms-down
```

#### PROPERTY MANAGEMENT SYSTEM ACTIVITY

Extension	Event	Reason	Date/Time
2900	from room, code 1	active - nopms	18/20:10 PM
3100	from sta., code 2	active - nopms	18/21:00 PM
3344	checkout, MWL off	PMS Link Out	18/21:25 PM
3302	room check in	PMS Link Out	18/21:34 PM
3320	PBX chng stn rstr	active - nopms	18/22:00 PM

```
list do-not-disturb station
```

#### DO-NOT-DISTURB STATIONS

Extension	Type	Until
4550	MANUAL	6:00 AM
3256	MANUAL	11:30 AM
4224	MANUAL	2:15 PM
4225	GROUP	3:00 PM
4226	GROUP	3:00 PM
4227	BOTH	3:00 PM

## Reports

---

```
list do-not-disturb group
```

### DO NOT DISTURB GROUP

COR	Until
5	9:30 AM
12	3:15 PM
10	6:00 PM

```
list wakeup incomplete
```

### WAKEUP INCOMPLETIONS

Extension	Time of Attempts
3315	02:30 PM
3315	02:35 PM
3315	02:40 PM

```
list wakeup requests
```

### WAKEUP REQUESTS

Extension	Time
3311	04:45 AM
2247	05:30 AM
1435	08:00 AM

```
list wakeup station 4565
```

### WAKEUP STATION AUDIT

Extension = 4565

Event	Reason	Time	Orig Exten	Attempt	Swap Exten	Skip	Time
request	ok	6:45 AM	4565				
change	ok	7:00 AM	4565				
cancel	ok	7:15 AM	4565				
incompl	noanswer	7:15 AM			1		
answer	ok	7:20 AM			2		
request	ok	8:00 AM			2		

```
list emergency
```

### EMERGENCY ACCESS CALLS

Extension	Event	Type of Call	Time
3315	attd night service	off-hook alert	04:18 P
3355	call abandoned	off-hook alert	04:19 P
3350	call completed	off-hook alert	04:20 P
7000	call abandoned	feature access code	06:09 P
7400	call completed	feature access code	06:10 P
7001	attd night service	feature access code	11:45 P
7104	crisis alert	feature access code	01:37 a

## Reports

---

```
list integrated-annc-boards
```

INTEGRATED ANNOUNCEMENTS				
Board Location: 01A07		Time Remaining at 32 Kbps: 187		
Internal Number	Announcement Extension	Name	Rate	Length in Seconds
1	4800	Greeting	32	5
2	4801	Dinner	32	20
3	4802	Breakfast	32	17
4				
5				
6				
7				
8				

```
status station 1005
```

### GENERAL STATUS

Type: 2500	Service State: in-srv/on-hook
Extension: 1005	Download Status: not-applicable
Port: 01B0601	SAC Activated? no
Call Parked? no	User Cntrl Restr: outward
Ring Cut Off Act? No	Group Cntrl Restr: none
CF Destination Ext:	

Message Waiting:  
Connected Ports:

HOSPITALITY STATUS	
AWU Call At:	
User DND:	not activated
Group DND:	not activated
Room Status:	occupied

Any of these reports can be printed, either on an SAT printer or on the system printer. To print on the SAT printer, add the command **pr** after the report command string. For example, if you want a printed copy of the station status report, enter the command **status station XXXX pr** (**XXXX** is the extension number). The report will be printed on the SAT printer.

To print on the system printer, add the command **sched** after the report command string. For example, if you want a printed copy of the station status report, enter the command **status station XXXX sched** (**XXXX** is the extension number). The report will be printed on the system printer.

## Printer Reports

---

Printer reports keep track of several hospitality events. This is done to track patterns of service problems and to keep track of room status. From the server's perspective, there are two types of printers that may be accessed for hospitality reports: a log printer and a journal/schedule printer. These two printer functions can be combined on one physical printer, or they can be assigned to two different printers. If you have only one printer, the status events print out as they occur as part of one listing. If you have two printers, the log reports print on one printer and the journal (and scheduled) reports print on the other printer.

### Log Printer

---

The log printer has one report which is a record of the housekeeping status. This report occurs automatically as the housekeeping staff updates the status of guest rooms. The following is an example of a log printer report:

```
2900      from room, code 1 activity - nopsms 18/20:10 PM
3100      from sta., code 2 activity - nopsms 18/21:00 PM
3106      from room, code 4 activity - nopsms 18/21:45 PM
```

## Journal/Schedule Printer

---

The journal/schedule printer prints two types of reports: journal reports and scheduled reports. A journal report is a running summary of hospitality events such as wakeup call requests, wakeup calls that complete, wakeup calls that fail, Do Not Disturb requests, and emergency access attempts. A scheduled report is a report that is scheduled through administration and usually occurs at the same time every day.

The scheduled reports are assigned at an administration terminal (either the SAT or a PC with TERRANOVA ECS Administration) using the **change system-parameters hospitality** command. On Page 2 of this administration form, you can administer the time of day when you want the following reports to print:

- Automatic wakeup activity
- Automatic wakeup summary
- Emergency access summary.

The following is an example of a journal printer report:

```
AWU 11/21/96 10:25 401 REQUEST 10:40 BY Att 1
AWU 11/21/96 10:25 402 REQUEST 10:40 BY Att 1
EAT 11/21/96 10:26 7400 attd crisis alert ars alrt call type
EAT 11/21/96 10:26 7401 0 failed - originator abandoned call off-hook
AWU 11/21/96 10:26 401 CHANGE 10:45 BY Att 1
PMS 11/21/96 10:26 368 FROM ROOM: CODE 1 PMS link out of service 0
PMS 11/21/96 10:26 368 FROM ROOM: CODE 2 PMS link out of service 0
PMS 11/21/96 10:26 3540 FROM ROOM: CODE 1 PMS link out of service 0
EAT 11/21/96 10:27 7401 Att 1 successful call off-hook alert
PMS 11/21/96 10:26 401 FROM STATION: CODE 1 PMS link out of service 0
AWU 11/21/96 10:40 402 NO ANSWER 1
AWU 11/21/96 10:44 401 BUSY 1
AWU 11/21/96 10:45 402 NO ANSWER 2
```

These codes are used to define the status events:

- AWU — Automatic wakeup events
- EAT — Emergency access to attendant and crisis alert events
- PMS — PMS events
- PMS chng stn rstr — Station restrictions changed by the PMS
- PMS room change — Room status message from PMS
- PMS link out — The PMS link is out of service
- PMS prot vio — The PMS sustained a protocol violation.

The following table summarizes which printer types report which status events.

Printer Type	Status Events
Journal/Schedule	1,2,3,4,5,8,9
Log Only	6,7,10
Combined Journal/Schedule and Log	1,2,3,4,5,6,7,8,9,10

Events:

1. Emergency Alert or Crisis Alert successful call off-hook alert (EAT)
2. Emergency Alert or Crisis Alert Failed originator abandoned call off-hook alert (EAT)
3. Auto WAKEUP Failed (AWU)
4. Auto WAKEUP Request (AWU)
5. Auto WAKEUP Completed (AWU)
6. Room Status Fm Room (PMS)
7. Room Status Fm Station (PMS)
8. Summary Reports (AWU, EAT)
9. Auto WAKEUP Activity Report (AWU)
10. PMS Down (PMS)

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